PARTS OF THE ORIGINAL DOCUMENT

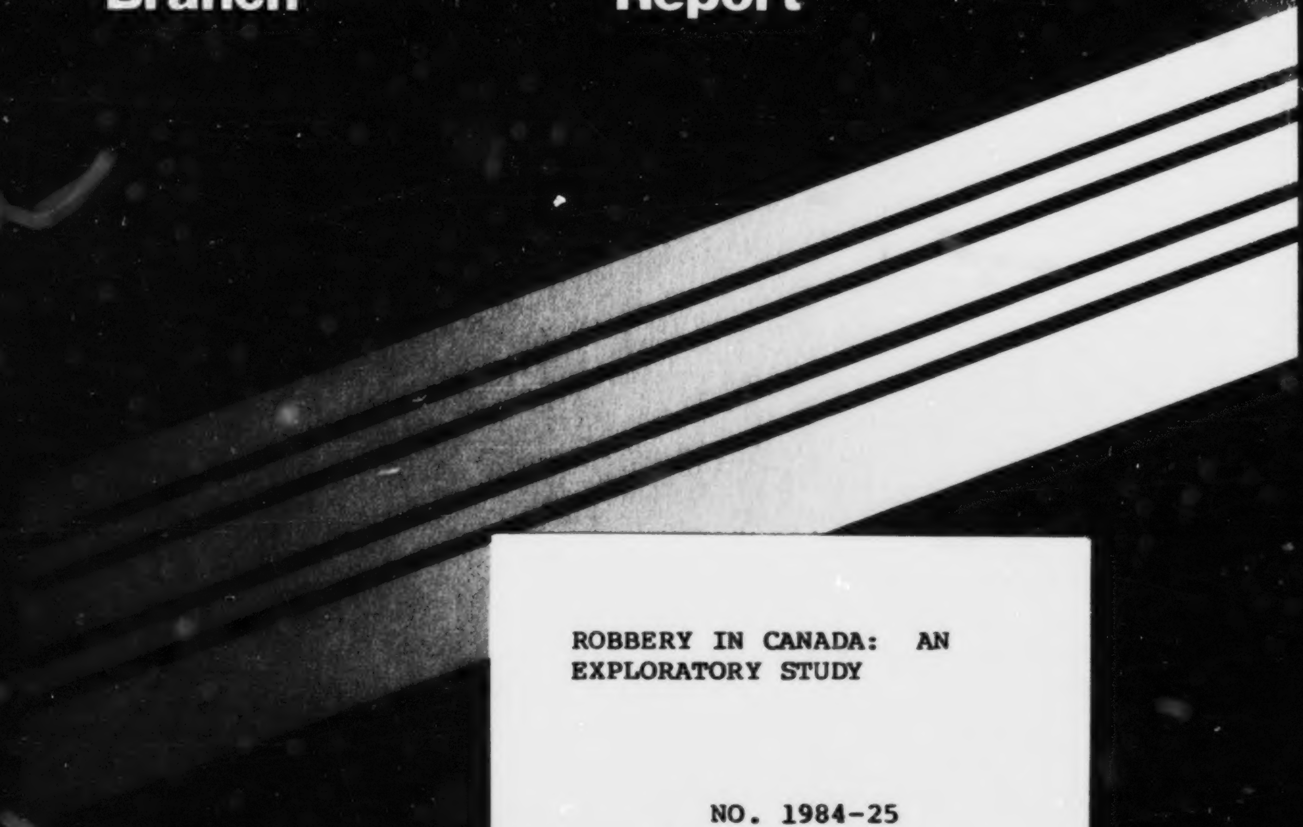
ARE OF POOR REPRODUCTIVE QUALITY

CERTAINES PARTIES DU DOCUMENT ORIGINAL

SONT DE PIÈTRE QUALITÉ DE REPRODUCTION

Programs
Branch

User
Report



ROBBERY IN CANADA: AN EXPLORATORY STUDY

NO. 1984-25

Solicitor General Canada
Ministry Secretariat

Brenda Billingsley
Carolyn Canfied
Robert Hann
The Research Group Ltd.
Toronto, Ontario

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EXECUTIVE SUMMARY

Robbery in Canada: An Exploratory Study is the final report of a project commissioned by the Ministry of the Solicitor General to assess the availability and quality of data on robbery in Canada, and, based on this assessment, "to prepare a workplan for the analysis of those data deemed most reliable and useful".

In conformance with the project's mandate, the report addresses the following topics:

- The scope and nature of data and data systems containing information about robbery kept by the police, federal and provincial governments and the private sector;
- The quality of that information in terms of reliability of sources, accuracy and completeness in reporting, control over information processes and technological support;
- The actual and potential uses of that information for robbery investigation, control and prevention; and,
- The availability of that information for subsequent research and evaulation projects.[1]

Chapter I - INTRODUCTION

Chapter I reviews the objectives and scope of the project, and discusses the two methods used to collect data for the report. The initial data collection instrument, a "robbery data source questionnaire", was mailed to 78 public and private organizations in Canada, including all provincial and federal ministries of justice and corrections, the Canadian Centre for Justice Statistics, 28 urban police departments, 3 pharmacists' associations, appropriate financial institutions and retailer groups. Following the mailed survey, six Canadian cities were chosen for site visits to examine robbery data collections held by police, courts, corrections programs and private organizations. These site visits included in-depth interviews with data keepers and data users.

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[1] It is noted at the outset of the report that the project adopted a very general definition of "subsequent research and evaluation projects". Our mandate clearly excluded the identification of specific robbery-related issues, and the determination of which of those issues should receive priority in subsequent projects. Because of this limitation, we focussed our conclusions on "what data could be subjected to analysis?" - as opposed to the question - "What data are needed to address priority policy and/or operational concerns?"

Chapter II - LOCAL POLICE DEPARTMENTS: ROBBERY DATA SOURCES AND DATA COLLECTIONS

Chapter II assesses the quantity, quality, availability and uses of robbery data collected, held and disseminated by local police forces. Police operational units handling the initial response, investigation, clearance and prevention of robberies in five cities are first described and compared as background to a discussion of the police "robbery information process." Although the processing and transfer of information among units varics considerably from city to city, the basic information flow and types of data emanating from each robbery-related activity are fairly standardized, as represented by Summary Figure 1. At each of five decision points[1] shown in the Figure, a large volume of case-specific and statistical information can be generated.

However, problems associated with occurrence reports, prevention documentation, investigative records and case disposition data may severely limit their utility for robbery research purposes. These include:

- "Robbery"and types of robberies are inconsistently defined and classified. Policies regarding discretion in reporting an occurrence as a robbery or as a theft vary by police department. As well, when compiling records, some use Criminal Code headings[2] to delineate robbery types, while others use type of weapon as defined in Statistics Canada reporting forms.[3]
- Occurrence Data frequently cannot be identified by victim or victim type, even in the most sophisticated of information systems.
- Duplication of Occurrence Reports is common.
- The data items extracted from Occurrence Reports for statistical purposes vary significantly by city.
- The amount of information available regarding prevention activities and results depends on a force's policies in this area.

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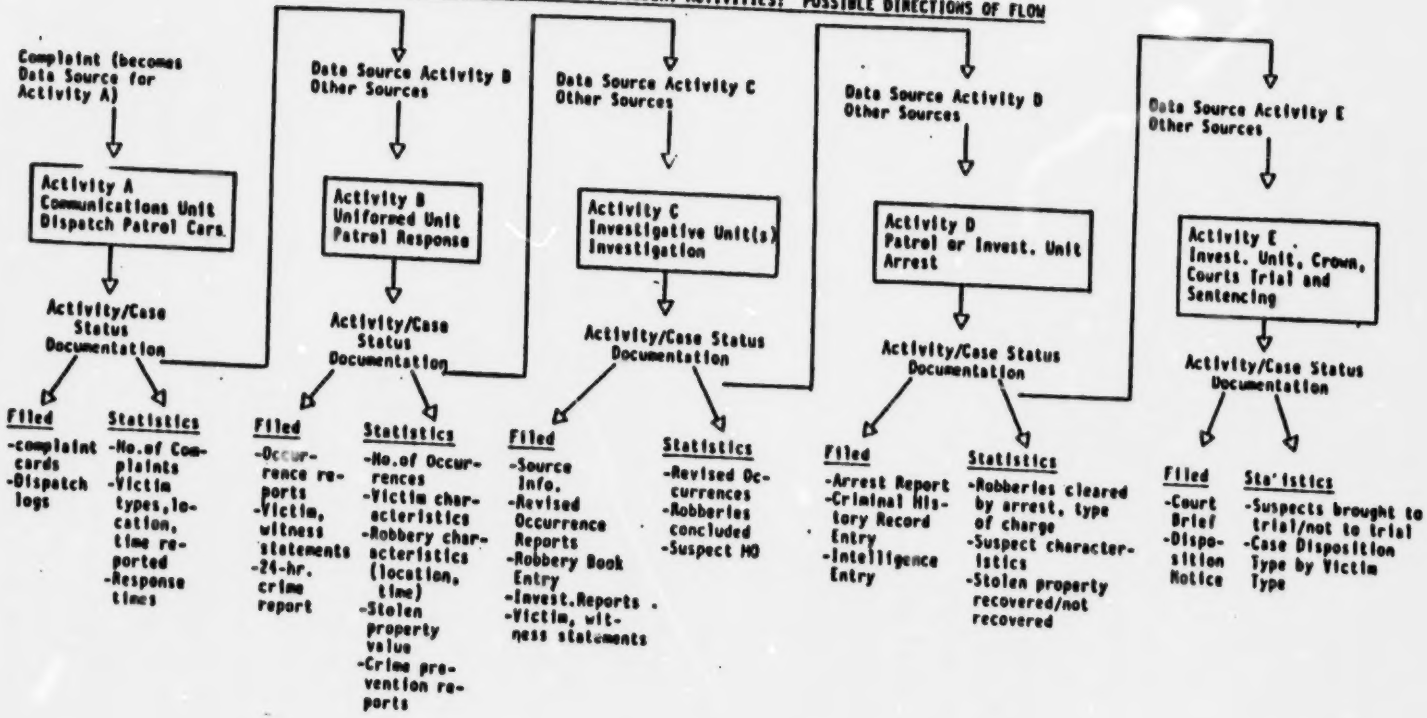
[1] Dispatch Control Cars, Uniformed Unit Response, Investigation, Arrest, Sentencing.

[2] Extortion through violence or threat of violence to person or property, stealing from a person with violence, assault with intent to steal, stealing while armed with an offensive weapon.

[3] Robbery with firearms/with other offensive weapons/other robbery.

SUMMARY FIGURE 1

POLICE INFORMATION GENERATED BY ROBBERY ACTIVITIES: POSSIBLE DIRECTIONS OF FLOW


Complaint (becomes Data Source for Activity A)
Activity A Communications Unit Dispatch Patrol Cars.
Activity/Case Status Documentation
Filed
-complaint cards
-Dispatch logs
Statistics
-No.of Complaints
-Victim types, location, time reported
-Response times
Data Source Activity B Other Sources
Activity B Uniformed Unit Patrol Response
Activity/Case Status Documentation
Filed
-Occurrence reports
-Victim, witness statements
-24-hr. crime report
Statistics
-No.of Occurrences
-Victim characteristics
-Robbery characteristics (location, time)
-Stolen property value
-Crime prevention reports
Data Source Activity C Other Sources
Activity C Investigative Unit(s) Investigation
Activity/Case Status Documentation
Filed
-Source Info.
-Revised Occurrence Reports
-Robbery Book Entry
-Invest.Reports
-Victim, witness statements
Statistics
-Revised Occurrences
-Robberies concluded
-Suspect MO
Data Source Activity D Other Sources
Activity D Patrol or Invest. Unit Arrest
Activity/Case Status Documentation
Filed
-Arrest Report
-Criminal History Record Entry
-Intelligence Entry
Statistics
-Robberies cleared by arrest, type of charge
-Suspect characteristics
-Stolen property recovered/not recovered
Data Source Activity E Other Sources
Activity E Invest. Unit, Crown, Courts Trial and Sentencing
Activity/Case Status Documentation
Filed
-Court Brief
-Disposition Notice
Statistics
-Suspects brought to trial/not to trial
-Case Disposition Type by Victim Type

- The amount of source information[1] collected during the course of robbery investigations and stored in both case-specific and document-specific files can be so monumental as to preclude comparative research in this area.
- Little of this investigative information is routinely compiled or issued in a consistent statistical format.
- The criteria used in determining whether cases are solved, completed, cleared or closed vary by city.
- Police case records of trial outcomes may not be reliable sources for research on criminal justice system responses to robbery.

As a further deterrent to quality research using police records, the types and quality of information available depend somewhat upon the type of information system used by each police force. A completely automated and integrated system designed to serve operational as well as administrative needs is most ideally suited to diverse research purposes. However, very few cities operate this type of system.

A second, more common type of police information system, consisting of a centralized, automated system used for administrative purposes, and several decentralized manual systems to support and document police operations, can lead to incompleteness and inaccuracies in official centralized records, and to large-scale duplication of record-keeping functions. Because of these problems, researchers may be unable to obtain reliable case-specific data about an issue without laborious searches of manual files in several locations. Statistical research is also problematic with this type of system, the automated component of which is usually designed to issue only standard federally-required reports.

The most frequently used, completely manual type of police information system also has disadvantages for research. Particularly in very large cities experiencing high levels of criminal occurrences, the cost of manually-conducted robbery research using this type of system may be prohibitive. For cities with small populations, where the volume of robbery occurrences is low, manual systems probably provide at least as complete and accessible robbery data as that available from more sophisticated systems. However, because all case detail is manually-documented, manually-filed and manually-retrieved, the likelihood of errors is greatly increased.

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[1] Such as: Crime Reports, Occurrence Reports, Victim and Witness accounts, evidence identification, Criminal Record files of suspects, surveillance photographs, Notes and Bulletins from other police forces, hold-up notes, street intelligence information and citizen-contributed leads.

Aside from problems inherent in data or systems themselves, police-held robbery information may be inaccessible due to organizational policies. In some departments, outside research requests are generally discouraged, either because personnel are completely occupied with internal requests, because department management is hostile toward the Ministry, or because respondents believe no obvious benefit for police will be derived from participation.

Despite these data, system and organizational limitations, several possible research projects are suggested using information generated by selected police forces. These projects include:

- Trend analysis of police response to robbery complaints
- A study of robbery victimization and police prevention
- Experimental research to encourage and evaluate innovations in dispatching, robbery investigation and officer training
- Statistical analysis of robbery offender profiles
- Comparative analysis of robbery investigative effectiveness
- Longitudinal study of the treatment of robbery offenders by the Crown and the courts
- A field study of organizational supports for prevention.

CHAPTER III - PROVINCIAL AND FEDERAL GOVERNMENT: ROBBERY DATA SOURCES AND DATA COLLECTIONS

Chapter III discusses four types of robbery information held or produced by provincial and federal governments:

- Centralized police data maintained by: two provinces, the Canadian Centre for Justice Statistics, the Royal Canadian Mounted Police, and the Department of National Health and Welfare;

- Court case information collected at the provincial level, specifically under the automated information programs developing in Alberta and already operational in Quebec, and by the Canadian Centre for Justice Statistics; and
- Corrections data maintained at the provincial level and by the Correctional Service of Canada.

The quantity, quality, reliability and availability of robbery data in each type of collection are examined, as well as the applicability of the data to research on robbery. Those collections and systems considered innovative or particularly adaptable to research needs are highlighted.

Police Data

The most important government-held data on police robbery-related activities are found in the Uniform Crime Reports (UCR's), maintained by Statistics Canada, Centre for Justice Statistics. Uniform Crime Reports contain the only information on robbery occurrences and police responses collected systematically from local police forces throughout the country. Using this information, Statistics Canada, Centre for Justice Statistics issues quarterly, annual and special reports containing robbery-related statistics.

Although data from UCR's may be useful for describing gross national and regional trends in robbery occurrences and police enforcement activities following those occurrences, the number of problems created by Statistics Canada reporting requirements and the quality of data provided by police authorities for the reports substantially detracts from their utility for more specific research purposes. These problems include:

- The validity of the definition of robbery is undermined by the "most serious offence rule"[1] and other reporting requirements, as well as by individual force discretion in interpreting offences as robberies or thefts;
- The reliability of robbery statistics is questionable, because of inconsistencies in reporting requirements, varying police force information system capabilities and other problems;

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[1] Under this rule, where several offences occur in one incident, only the most serious offence, as determined by the maximum penalty under the law and other criteria, is reported.

- Incident and clearance data may be duplicated in overlapping or unclear police jurisdictions; and
- Robbery incidents occurring in rural areas may be under-reported.

The extent of these problems and their exact impact upon Centre for Justice Statistics-issued reports are unknown. Before UCR statistics are used for any type of robbery research, error probabilities under various conditions must be understood. Until that time, the report recommends that UCR statistics be used only for illustrating very gross trends in robbery or for comparing robbery characteristics among jurisdictions with similar information systems and internal reporting criteria.

Two additional federally-held systems containing enforcement-related robbery data are described in Chapter II, the R.C.M.P. Hold-up Note Collection and the Bureau of Dangerous Drugs, Drug Losses System. Although both systems are potential sources for specific types of robbery information,[1] data incompleteness and inaccuracies as well as mechanical difficulties limit their possible research uses.

Court Information

Information on prosecution and trial outcomes of robbery offenders is probably the least organized and accessible of all types of information on Canadian criminal justice system responses to robbery. For many reasons, including the several possible channels and decisions through which charges may be disposed, the number of courts processing and dealing with the same offence, and the lack of technological assistance for laborious court record-keeping functions, data in this area are difficult to find and frequently incomplete. Moreover, because court records are rarely identified by the same numbers as police or corrections records, linking data for longitudinal research purposes may be extremely time-consuming.

Although the majority of provincial Attorneys General and Ministries of Justice responding to our questionnaire claim to have no records relating to robbery other than those housed in massive unspecified court collections, both Alberta and Quebec do systematize some court records.

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[1] The RCMP Hold-up Note Collection could provide data on robbery offender characteristics and on the development of investigative responses to bank robbery. Tables generated from the BDD Drug Losses System could be used for comparing the extent of robbery victimization among carriers of pharmaceutical drugs in different provinces, and for documenting drug preferences of various types of offenders.

The Alberta Attorney General is in the process of implementing a computerized Prosecutor Management Information System (PROMIS), to facilitate case tracking and provide data on case dispositions. When PROMIS is fully operational, and data can be accessed by offence type, longitudinal studies of criminal justice responses to robbery may be possible using the system. Particularly for research on the extent and outcomes of plea bargaining, and on rationales behind specific dispositions in robbery cases, PROMIS could be a fruitful data source.[1]

A far more advanced computerized system, integrating many types of court records in four large judicial districts, is operated by the Quebec Ministry of Justice.[2] All information necessary for the functioning of the judicial process is recorded, stored and updated on the system, including data on laws, offences, judgements, court resources, a variety of corrections programs and criminal records. In terms of research uses, the system has many advantages, of which the most important is its accessibility by remote terminals in many locations. A second advantage of Quebec's system is the ease with which offender-specific court data may be linked to police and corrections data on the same offender. As well, the system has been adapted for the production of many kinds of offence-related statistics extremely useful for research purposes.

In a review of both adult and juvenile court systems maintained by the Centre for Justice Statistics, the report concludes that neither system can provide the high quality, complete data needed for comprehensive, nation-wide robbery research. Data from the systems may be of limited utility, however, for localized research projects and historical research.[1]

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[1] However, the report cautions that Alberta data are by no means indicative of prosecutorial and sentencing practices throughout Canada.

[2] Lower Mainland British Columbia has also implemented an advanced automated court information system. Because the British Columbia Attorney General did not respond to the robbery questionnaire, a description of the system is not included in this report. However, the ease with which offence-specific data on adjudication and sentence types have been compiled from that system for a federal Department of Justice Criminal Code Review project on historical sentencing patterns, indicates its adapability to future robbery research.

Corrections

At both provincial and federal levels, systems maintaining data on offenders in both institutional and non-institutional corrections programs are generally much more developed and much more adaptable to robbery research than the majority of systems containing enforcement and court data. Information within corrections systems also appears to be more complete and standardized among jurisdictions than data in systems maintained about other components of the criminal justice process.

The majority of provinces with large corrections caseloads operate computer information systems to manage extremely detailed and frequently changing data on offenders. Of the seven provincial authorities responding to the questionnaire or participating in interviews, only two provinces with relatively low corrections populations, Newfoundland and Nova Scotia, retain completely manual systems. All corrections systems documented for this project[2] contain similar types of case-specific information. In terms of accessibility for robbery research, data in most automated corrections systems are retrievable by offence type, either routinely or via special request.

At the federal level, the Correctional Service of Canada (CSC) maintains two active data bases[3] that can be accessed to provide data for research on offenders who have been in the federal penitentiary system. Because both systems are fairly comprehensive and adaptable to special statistical needs, they are well suited to the analysis of federally incarcerated robbery offenders.

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[1] In fact, 1978 and 1979 data on adjudication and sentence types from the Adult Court System are now being processed for the federal Department of Justice Criminal Code Review Sentencing Project.

[2] Alberta Correctional Management Information System (COMIS); Ontario Adult Client Information System (AIS), Manitoba Adult Corrections and Probation Services Offender Classification Systems; Saskatchewan Corrections History Information System; Quebec Ministry of Justice Probation and Detention Information Systems; Newfoundland and Nova Scotia Corrections Information Systems.

[3] The Offender Information System and the National Parole Statistical Information System.

Data within provincial and federal corrections systems could be amalgamated into a national data base to examine the characteristics and career patterns of convicted robbery offenders, as well as to review historical sentencing patterns for this crime.[1] However, questions regarding data accuracy and cost of offence-specific data retrieval must be answered on an individual system level prior to the formation of such a data base.

CHAPTER IV - BUSINESS VICTIMS: ROBBERY DATA SOURCES AND DATA COLLECTIONS

Chapter IV explores a number of business-related data collections containing robbery information, emphasizing the business victim's role in the maintenance and use of such information for control and prevention purposes. Five types of businesses, each with its own unique characteristics as a robbery victim and information processor, are investigated: banks, convenience stores, pharmacies, jewellers and the insurance industry. The problems presented in using data maintained by any of these organizations for future robbery research projects are outlined.

Banks

The banking industry has developed the most comprehensive and useful data on commercial robberies of all the businesses examined for this report. The Canadian Bankers' Association (CBA) has maintained an automated system at its Montreal headquarters since 1979, containing detailed data on robberies against all major Canadian banks, including suspect characteristics, modus operandi and criminal justice responses to those robberies.

In the authors' opinion, the CBA system is a valuable data source for nation-based robbery research. The advantages of the system include high data quality, computer accessibility, data retrieval capability by offence type and interest of system managers in practical research applications. Data from the system could be used to form regional profiles of bank robbery offenders, to examine criminal justice responses to bank robberies, to study historical trends in bank robberies and to evaluate security programs.

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[1] At present, offence-specific data on a number of related variables (including sentence type, sentence length, time served, release type, age, native status and previous incarceration history) are already being accessed from some of the above-mentioned systems, crosstabulated and analyzed for a federal Department of Justice Criminal Code Review project on historical sentencing patterns in Canada. The results of that project will no doubt be of great interest to future robbery studies.

Pharmacies

Like bankers, pharmacists have organized to develop accurate data systems on robbery, but such systems operate at the provincial, rather than national level. The systems and prevention-documentation programs of at least four provincial[1] pharmacy organizations may be useful for further robbery research, two of which provided detailed information for this study.

The British Columbia College of Pharmacists collects, compiles and disseminates data from members regarding any actual or attempted drug diversion through criminal offences, including robbery. The Ontario Pharmacists' Association conducts an annual survey of members to determine the extent and nature of pharmacy crimes, including robbery. While the results of the Ontario survey are acknowledged to be incomplete, they do contain victimization data not normally available from police records.

In terms of research applications, data from either data collection, combined with information on implementation of security mechanisms recommended by the host organizations, could be used to evaluate the impact of environmental design-type variables and of pharmacy security programs upon pharmacy robbery.

Convenience Stores

Of all types of businesses examined for this project, the greatest variation in data collections, data uses and attitudes toward robbery prevention was found among convenience store operators. The sophistication of robbery data collections held by the five convenience store chains contacted for the project ranges from occasional unfiled informal reports to a completely automated reporting, storage and retrieval system. Similarly, crime prevention programs range from non-existent to advanced personnel training and anti-crime store design. The detail of information imparted to us through our survey or on-site interviews also varied considerably from franchisor to franchisor. Some chain security managers are enthusiastic about sharing knowledge and data to improve co-operation in the implementation of robbery prevention strategies, while others are very reluctant to participate in any type of information-sharing, fearing it will alarm personnel and clients needlessly and cause an upsurge in the level of incidents.

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[1] British Columbia, Ontario, Quebec and Manitoba.

In the authors' opinion, the wide disparity in attitudes toward robbery data collection, prevention programs and information-sharing revealed in six interviews[1] points to the need for a convenience store operator communication stimulus. Unlike bankers and pharmacists, convenience store operators have not formed organizations to familiarize each other with common crime problems, promote novel prevention methods or establish liaisons with local police forces. However, operators have little time or monetary resources to support such an organization. The Ministry of the Solicitor General could encourage the type of communication needed through country-wide publication of an easily readable pamphlet about convenience store robbery and prevention, and through regional or local forums of convenience store operators and franchisors.

Jewellers

According to interviewees, large jewellery retailers in Canada retain data systems containing detailed information on every criminal occurrence resulting in a loss to the company, including robbery. Data from the systems are used to complete security investigations, for case-specific and statistical reports to management, to evaluate crime-prevention mechanisms and procedures, and as the basis for special security training of employees. Small independent jewellery retailers, however, generally keep no data on criminal occurrences. To obtain information on robberies against these establishments, it would be necessary in most cities to access police occurrence reports.

Regarding future research, jewellery store-held data may be helpful in assessing the differences among robberies against various types of victims, and among offenders perpetrating those crimes, although this knowledge would not appreciably add to what is already known by security personnel of large companies. Research investigating the criminal justice response to jewellery store robberies, using a combination of retailer-held and police-held data, might be more valuable.

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[1] Four convenience store franchisors received mailed questionnaires, two of which co-operated in further telephone interviews. As well, one independent and two franchised convenience store operators who had been victimized by robberies in the past 6 months were personally interviewed.

Insurance Industry

A secondary victim in most commercial robberies is the insurer of the business and/or its premises. Because preliminary enquiries indicated the insurance industry's interest in the project, two property insurance groups were interviewed about their data holdings on robbery and robbery prevention. Neither group maintains robbery-specific data in general statistical data banks, and individual claim records are protected from research access by confidentiality restrictions.

The most fruitful use of the insurance industry for future research may be as advisors or providers of subjective information. Insurance adjustors and company managers have a great deal of exposure on a daily basis to the victims of robbery and other crimes. For this reason, they can accurately identify pertinent issues such as loss recovery problems, inadequate criminal justice response, employee collusion and the impact of security programs. The industry also publishes and distributes materials on robbery prevention and for that reason, may be the logical vehicle for disseminating victim-specific robbery information assembled as a result of this project, and for stimulating the implementation of prevention measures. Furthermore, industry spokesmen have expressed a willingness to co-operate with researchers in future studies.

CHAPTER V - CONCLUSIONS AND RECOMMENDATIONS

Chapter V concludes the report. First, the feasibility of performing a nationwide robbery analysis, combining data available from police, government and/or private sources is examined. Second, the feasibility of other types of research projects examining specific issues are assessed. Third, research priorities are recommended and preliminary workplans outlined for those projects considered feasible and desirable.

Feasibility of Nation-wide Robbery Analysis

In the assessment of the authors, the feasibility of comprehensive research analyzing the volume and nature of robberies, and the criminal justice and business community response to robbery on a nation-wide basis is very limited. Several attributes of existing data and information systems would severely inhibit their applicability to this type of far-reaching research, including problems associated with:

- validity
- reliability
- integration/transferability
- completeness
- accessibility/availability
- appropriateness for research.

Although these problems limit the feasibility of a large, comprehensive national robbery study, the report nevertheless recommends a three-part research project to provide a general Overview of Robbery in Canada, using data from several sources. The key project components and their objectives are:

Identification of robbery trends, using UCR data to examine incidence of reported robberies over the past ten years and among different regions, the prevalence of firearms use in robberies, police clearance rates and juvenile involvement in the crime;

Survey of convicted offenders and corrections practices, using data from automated corrections systems at both the provincial and federal level to examine the demographic characteristics and criminal histories of convicted robbery offenders, and to review robbery sentencing and parole practices throughout the country;

Identification of robbery issues, using information collected for the above components, available robbery literature, and interviews with criminal justice personnel and potential victim groups, to delineate those robbery issues that should receive priority attention in subsequent research.

Feasibility of Other Type of Research Projects Examining Specific Issues

Drawing from discussions in the previous four chapters, and keeping in mind the inadequacies of information systems examined, this section describes 26 feasible robbery research projects using existing data sets. These projects and the research methods, data types and data sources appropriate to each are listed in Summary Figure 2.

Recommended Research Priorities

Although the Overview of Robbery in Canada is considered of primary importance for future research, the final section of this chapter identifies other projects which would yield information of value to a number of groups affected by robbery - and which consequently could be initiated soon after the overview project is under way. These include:

Experimental research on police investigative aids, employing Ministry-sponsored contracted telephone lines, national and regional robbery seminars and the regular distribution of robbery Bulletins to stimulate the adoption of innovative robbery investigative techniques among Canadian police forces;
Pharmacy robbery and robbery prevention assessment, using data from selected colleges of pharmacy, pharmacy associations, police forces and courts to accurately measure the problem, profile pharmacy criminals and evaluate specific prevention programs;
Convenience store robbery and robbery prevention research, employing data from several sources to design a pamphlet on convenience store robbery facts, which would be distributed at Ministry sponsored forums on convenience store robbery prevention or by the property insurance industry;
Analysis of bank robbery and bank robbery prevention, using the Canadian Bankers Association information system.

Finally, three areas of robbery research are suggested which would involve the investigation of data sources not examined for this project, including:

- a general research project to probe the extent of robbery victimization and business community responses among small retailers of all types;
- a more specific research project investigating the volume, nature and causes of personal robberies (muggings);
- a cross-national (Canada-United States) research project on robbery characteristics and public attitudes toward robbery.

SUMMARY FIGURE

FIGURE 2

POTENTIAL ROBBERY RESEARCH PROJECTS USING EXISTING DATA

Subject	Method	Data	Data Source
1. Police Response to Robbery Complaints	Statistical trend analysis, Inter-City comparisons	Statistics of robbery complaints by type of victim by response time	Selected police forces: information systems and dispatch data
	Field interviews	Knowledge of technological innovations in dispatching	Selected police forces: Communications Unit
2. Robbery Victimization	Statistical trend analysis, Inter-City comparisons	Occurrence statistics by victim over time	Selected police forces: information systems and Occurrence data
3. Robbery Prevention and Victimization	Above and subjective analysis of police or business-sponsored prevention programs	Above, prevention program application statistics and program evaluations	Very limited number of police forces with computer documented prevention programs
4. Police Patrol Problems and Innovations in Responding to Robberies	Exploratory Case studies, Field interviews	Sample of robbery occurrence reports, interviews	Selected police forces: Occurrence Report files and Uniform Unit management
5. Robbery Investigative Methods	Exploratory Case studies, Field interviews, Inter-City comparisons	Source documents, case files, management data, robbery Bulletins	Selected police forces: Investigative Unit

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POTENTIAL ROBBERY RESEARCH PROJECTS USING EXISTING DATA

Subject	Method	Data	Data Source
6. Profiles of Robbery Suspects	Statistical analysis	Statistics on Suspect characteristics, modus operandi (from Occurrence Reports) by victim type	Very limited number of police forces which already provide this data in statistical form or maintain systems capable of producing such data efficiently upon special request
7. Robbery Investigative Effectiveness	Statistical analysis, Inter-City comparisons	Sample of Statistics on cases solved, completed, cleared, cleared by arrest over time, by victim where possible	Selected police forces: information systems
	Case studies, On-Site examinations, Field interviews	Occurrence and Follow-up Reports, case documentation, interviews, Court briefs, knowledge of technological innovations, trial outcome documentation	Selected police forces: information systems and Investigative Unit
8. Profiles of Apprehended Robbery Suspects	Statistical analysis, Inter-City comparisons	Statistics on arrested suspect characteristics, modus operandi and criminal history by victim type	Very limited number of police forces which alread provide this data in stati tical form or maintain systems capable of produci such data efficiently upon special request

SUMMARY FIGURE 2

POTENTIAL ROBBERY RESEARCH PROJECTS USING EXISTING DATA

Subject	Method	Data	Data Source
9. Suspect vs Apprehended Suspect Profiles	Comparative Statistical analysis, Inter-City comparisons, Field interviews	Combination of 6. and 8. above, supplemented by interview data	6. and 8. above, and Investigative Unit
10. Treatment of Robbery Offenders by Crown and Courts	Longitudinal Data analysis, Inter-City comparisons	Sample of Police records of case disposition linked with arrest records, occurrence reports containing suspect characteristics, victim type	Selected police forces: information systems, possibly Court Liaison Unit
11 a. Police Training for Robbery Investigations	Case studies Field interviews	Documentation of Training Programs and Resources, Interviews	Selected police forces: Uniform Unit and Investigative Unit Management
11 b. Police Training for Robbery Investigations*	Action Research, Quasi-experimental evaluation design	Forums or other vehicles for training information sharing among cities, follow-up	11. above
12. Technological Innovations in Dispatch and Investigations Related to Robberies*	Action Research, Quasi-experimental evaluation design	Forums, seminars or other vehicles for information sharing, pre-and post-innovation clearance rates	Selected police forces: Investigative Unit and Communications Unit Management

SUMMARY FIGURE 2

POTENTIAL ROBBERY RESEARCH PROJECTS USING EXISTING DATA

Subject	Method	Data	Data Source
13. RobberyCase Investigation Information Exchange*	Action Research, Quasi-experimental evaluation design	Inter-City leased telephone lines, funding of robbery Bulletins, cross-country and cross-regional robbery conferences, pre-inaugaration and follow-up data on clearance rates for bank, jewellery store robberies	Selected police forces: Investigative Unit Personnel
14. Organizational Supports for Prevention	Case studies, Field interviews, Inter-City comparisons	Prevention program documentation, Interviews	Selected police forces
15. Utility of RCMP Hold-up Note Collection as Investigative Aid*	Action Research, Subjective follow-up interviews and re-examination of files	Automation of all notes, or installation of computerized index, encouragement of wider use	All police forces, RCMP Hold-up Note System Personnel
16. Robbery Career Patterns	Examination of records, statistical analysis of data applying to several years' cases	Case-specific and statistical information on offender characteristics and criminal history over specified time periods	Correctional Service of Canada and certain provincial correctional data bases, and possibly RCMP FPS records system
17. Court and Prosecutor Responses to Robbery	Statistical Analysis	Case disposition data	Province of Quebec Attorney General's information system and possibly Vancouver's court information system, and above correctional information systems (for custodial sentences)

SUMMARY FIGURE 2

POTENTIAL ROBBERY RESEARCH PROJECTS USING EXISTING DATA

Subject	Method	Data	Data Source
18. Bank Robbery Characteristics and Criminal Justice Responses	Statistical trend Analysis, Inter-City and Inter-Regional comparisons	Bank robbery-specific statistics on location, suspect modus operandi, violence, amount stolen, case clearance and case disposition by time period, by region and city	Canadian Bankers' Association information system
19. Bank Robbery Characteristics and Prevention Responses	Same as above combined with survey and/or interviews	Same as above and prevention program documentation	Same as above and regional security managers of selected banks
20. Pharmacy Security Program Evaluation	Case data and statistical analysis survey	Pharmacy crime reports on Offence type, location, drugs taken, suspect information, and documentation of prevention programs	British Columbia College of Pharmacists' data system, possibly information of other Colleges, Pharmacists in B.C.
21. Profiles of Pharmacy Robbery Offenders	Examination and linkage of case-specific data	Sample of suspect-identifiable from pharmacy crime data linked with suspect characteristics (e.g., age, modus operandi, criminal history, association with drugs) from sample of police files	B.C. College of Pharmacists data system and selected police occurrence and criminal history records

SUMMARY FIGURE 2

POTENTIAL ROBBERY RESEARCH PROJECTS USING EXISTING DATA

Subject	Method	Data	Data Source
22. Environmental Design and Pharmacy Crime	Analysis of case-specific data, supplemented by telephone interviews	Pharmacy crime survey responses, particularly responses to questions dealing with environmental variables	Ontario Pharmacists' Association annual crime survey, Ontario Pharmacists
23. Convenience Store Operator Communication Stimulus*	Publication of pamphlet(s) on convenience store robbery facts and alternative prevention methods	Victim-specific police statistics, data on robberies and robbery offenders by convenience stores	One Large Convenience Store Chain's information system
24. Convenience Store Operator Education*	Action Research and subjective evaluation	Regional or local forums of convenience store operators, franchisors and police robbery investigators	Convenience store operators and franchisors
25. Criminal Justice Response to Jewellery Store Robbery	Statistical analysis, Inter-City comparisons	Victim-specific police complaint response, occurrence, and case clearance statistics	Selected police forces: with statistical output by victim capability
26. Insurance Industry's Role in Robbery Investigation and Prevention	Interviews, Reviews of Literature	Insurance Management knowledge of convenience store, pharmacy, jewellery store and other types of business robberies, and documentation of prevention programs	Property Insurance industry managers

ROBBERY IN CANADA: AN EXPLORATORY STUDY:

FINAL REPORT

Submitted to: The Department of Supply and Services
and
The Ministry of the Solicitor General

Prepared by: Brenda Billingsley
Carolyn Canfield
Robert G. Hann
(The Research Group)

March 30, 1983

The views expressed in this report are those of the authors and are not necessarily those of the Department of Supply and Services or the Ministry of the Solicitor General.

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TABLE OF CONTENTS

Page

CHAPTER I - INTRODUCTION I.1

I.1 Objectives and Scope .1

I.2 Method .3

(a) Mailed Questionnaires .3
(b) Site Visits .5

I.3 Organization .10

CHAPTER II - LOCAL POLICE DEPARTMENTS: ROBBERY DATA SOURCES AND DATA COLLECTIONS II.1

II.1 Police Operational Units Associated with Robbery Occurrences .1

(a) Dispatching or Communications .2
. Type of Robbery .3
. Whether or Not Crime in Progress .3
. Suspect Escape Means and Route .3
. Availability of Uniform Patrolmen and Robbery Investigators .3
. Existence of Directives .4
(b) Patrol Uniform or Constabulary Unit .4
1) Arrive and quickly as possible................. .4
2) Isolate victims and witnesses.................. .5
3) Obtain statements from victims and witnesses.... .5
4) Relay suspect description and escape means..... .5
5) Perform neighbourhood search................... .6
6) Request the assistance of other units.......... .6
7) Relay information to investigative units....... .6
8) Complete occurrence report..................... .6
(c) Investigative or Detective Unit .7
1) Victim and Witness Statements .9
2) Surveillance Film and Other Evidence .9
3) Robbery Case Book .10
4) Analytic Supports .11
. Manual Analysis .12
. Computer Assisted Analysis .12
5) Street Information .14
6) Bulletins, Letters, Telephone Calls, Conference and Other Sources of Information from Other Police Forces .15
. Bulletins .15
. CPIC Messages .17
. Letters, TELEX Messages and Telephone Information .17
. Liaisons .18
. Conferences .19

TABLE OF CONTENTS (cont'd...)

Page

7) RCMP Hold-Up Note System .19
8) Citizen-Contributed Leads .21
(d) Operational or Technical Support Units .21
1) Tactical Squad .21
2) Crime Analysis .22
3) Operations Analysis .23
(e) Court and Corrections Liaison .23
1) Court Liaison Office .23
2) Corrections Liaison Office .25
(f) Crime Prevention or Community Liaison .25
(g) Information/Systems/Records .29
. Type 1 "Integrated" System .33
. Type 2 "Semi-Automated" System .34
. Type 3 "Manual"System .36

II.2 Police Robbery Information Process .37

(a) Directions for Reading the Flow Charts .38
(b) Interpretation of Flow Charts .38
1) Dispatch of Patrol Cars (Communications Unit) .44
2) Patrol Response .47
3) Investigation .48
4) Arrest .51
5) Trial and Sentencing .52

II.3 Issues and Problems .53

(a) Police Training and Educational Needs .54
(b) Impact of Technological Innovations .54
(c) Inter-City Information Sharing .54
(d) Organizational Supports for Prevention .55

CHAPTER III - PROVINCIAL AND FEDERAL GOVERNMENT: ROBBERY DATA SOURCES AND DATA COLLECTIONS III.1

III.1 Police Information .1

(a) Provincial .1
1) Quebec .2
2) Alberta .2
(b) Federal .2
1) Statistics Canada Centre for Justice Statistics Uniform Crime Reports .3
. Quarterly Reports .4
. Annual Reports
Crime and Traffic Enforcement Statistics... .4

TABLE OF CONTENTS (cont'd...)

Page

. Special Reports .5
. Validity of the Definition of Robbery .5
. Reliability of Number of "Robbery Incidents" Reported .6
. General Reliability of All Figures Reported .7
. Duplication .8
. Missing Reports from Rural Jurisdictions .8
2) Royal Canadian Mounted Police Operational Statistical Reporting System .9
3) RCMP Hold-Up Note Collection .10
. Automation of all notes... .10
. Installation of a computerized index........ .10
. Bolstering of the collection................. .11
. Quicker turnaround time...................... .11
. Active encouragement of all Canadian police forces to use the collection................. .11
4) Department of National Health and Welfare, Bureau of Dangerous Drugs Drug Diversion System .12

III.2 Court Information .14

(a) Provincial .14
1) Alberta .15
2) Quebec .16
(b) Federal .18
1) Adult Criminal Court Program .18
2) Juvenile Court Survey .20

III.3 Corrections .21

(a) Provincial .22
(b) Federal .24
1) Centre for Justice Statistics Integrated Prison Program .24
2) Correctional Service of Canada Offender Information System and National Parole Statistical Information System .24
. Offender Information System .25
. National Parole Statistical Information System .25

CHAPTER IV - BUSINESS VICTIMS: ROBBERY DATA SOURCES AND DATA COLLECTIONS IV.1

IV.1 Banks .2

IV.2 Pharmacies .6

(a) British Columbia College of Pharmacists .6
(b) Ontario Pharmacists' Association .8

TABLE OF CONTENTS (cont'd...)

Page

IV.3 Convenience Stores .9

IV.4 Jewellers .13

IV.5 Insurance Industry .15

CHAPTER V - CONCLUSION AND RECOMMENDATIONS V.1

V.1 Feasibility of Nation-Wide Robbery Analysis .1
- (a) Validity .2
- (b) Reliability .3
- (c) Integration/Transferability .4
- (d) Completeness .5
- (e) Availability/Accessability .5
- (f) Appropriateness for Research .7
  - 1) Identification of Robbery Trends .7
  - 2) Convicted Offenders and Corrections Practices .8
  - 3) Issues Identification .9

V.2 Feasibility of Other Types of Research Projects Examining Specific Issues .10

V.3 Recommended Research Priorities .10
- (a) Convicted Robbery Offenders and Corrections Practices .10
- (b) Action Research on Police Investigative Aids .17
- (c) Pharmacy Robbery and Robbery Prevention .17
- (d) Convenience Store Robbery and Robbery Prevention .18
- (e) Bank Robbery Analysis and Prevention .18

APPENDICES

APPENDIX A - ROBBERY PROJECT DATA COLLECTION INSTRUMENTS

APPENDIX B - SAMPLE POLICE DATA COLLECTION INSTRUMENTS

APPENDIX C - SAMPLE GOVERNMENT DATA COLLECTION INSTRUMENTS

APPENDIX D - PROPOSAL FOR RESEARCH ON PHARMACY CRIME AND PHARMACY CRIME PREVENTION

CHAPTER I - INTRODUCTION

I.1 Objectives and Scope

This document is the final report of a study commissioned by the Ministry of the Solicitor General to assess the availability and quality of data on robbery[1] in Canada, and, based on this assessment, "to prepare a workplan for the analysis of those data deemed most reliable and useful".

In order to fulfill this purpose, our mandate dictated that we address the following topics:

- The scope and nature of data and data systems containing information about robbery kept by the police, federal and provincial governments and the private sector;
- the quality of that information in terms of reliability of sources, accuracy and completeness in reporting, control over information processes and technological support;
- the actual potential uses of that information for robbery investigation, control and prevention; and,
- the availability of that information for subsequent research and evaluation projects.

Regarding this latter topic, it should be made clear at the outset that in this report we have had to adopt a very general definition of "subsequent research and evaluation projects". Our mandate clearly excluded the identification of specific robbery-related issues, and the determination of which of those issues should receive priority in subsequent projects. Because of this limitation, we have had to focus on the question, "what data could be subjected to analysis?" - as opposed to the question, "what data is needed to address priority policy and/or operational concerns?"

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[1] According to Section 302 of the Criminal Code:

Everyone commits a robbery who

a) steals, and for the purpose of extorting whatever is stolen or to prevent or overcome resistance to the stealing, uses violence or threats of violence to a person or property;

b) steals from any person and, at the time he steals or immediately before or immediately thereafter, wounds, beats, strikes or uses any personal violence to that person;

c) assaults any person with intent to steal from him; or

d) steals from any person while armed with an offensive weapon or imitation thereof. 1953-54, c.51, s.288.

We certainly feel our efforts to address the first of these two questions have provided information essential to subsequent work. However, given the undisputable importance of that second question, our first recommendation must be that research be undertaken to identify those robbery-related issues that should receive priority in subsequent research efforts.

Despite this contractual limitation on the scope of the current project, it will become obvious that we have had of necessity, to begin to address questions related to "robbery issues". For example, certain "issue areas" are implicit in the subject categories used to organize the data collected; i.e.,

- targets or victims
- circumstances of the offence
- characteristics of the offender
- law enforcement activities
- sentencing practices
- correctional and parole activities
- private sector responses
- prevention strategies.

As well, while assessing the feasibility of studies using robbery information available in the above categories, the report also identifies the specific subjects, or issues for further investigation proposed by the many people interviewed while completing the project. Again, it must be emphasized that the latter research suggestions are based on problems experienced by interviewees while developing or working with robbery data in individual settings, not on an objective examination of robbery issues.

I.2 Method

Two methods were used for our investigation: mailed questionnaires and site visits, the latter to examine data collections and to interview those who collect, store and use that data. A full description of each method follows.

(a) Mailed Questionnaires

The Research Group contacted a representative sample of relevant public and private agencies and organizations by letter, requesting co-operation in completing a robbery data source questionnaire. The questionnaire was designed to elicit information on the types of systems, both formal and informal, containing data about robbery occurrences, offenders or responses. Systems containing data about robbery, rather than "robbery data systems" were emphasized because our initial contacts indicated that few sources in either public or private sectors are devoted specifically to the offence of robbery. Instead, most data on the offence are contained in large non-specific occurrence-type collections.

We requested that respondents provide the following information for every manual and computerized system containing any organized data about robbery:

- System specification and documentation, including data element dictionary, coding manual and assessment of information completeness;
- Physical description, including type of system, access language used and information keys for retrieval;
- Administrative description, including quality control procedures, linkages, uses, access conditions and authority; and,
- Any relevant forms used for collections or reporting data and/or statistical or descriptive reports.

A copy of the questionnaire with the introductory letter is appended.

The introductory letter and robbery data source questionnaire were sent to 78 potential respondents between April 14 and May 1, 1982.

The basis for selecting questionnaire recipients differed by type of organization. An effort was made to contact all federal and provincial ministries handling criminal justice and related matters. However, a sampling frame was necessary to choose among the large number of police forces in Canada. In consultation with the Ministry of the Solicitor General, a subjective decision was made to contact those police forces representing the 25 largest urban areas in Canada[1] as well as three additional forces that had expressed particular interest in the study. The basis for selecting private sector respondents was also subjective. We relied upon the advice of nation-wide business associations, the Ministry of the Solicitor General and our own preliminary contacts with three police robbery squads to obtain the names of organizations that possibly held robbery data and would be likely to co-operate in a data source survey.

Included in the final sample of questionnaire recipients were:

- Attorneys General, Departments of Justice and Departments of Corrections for all provinces;
- Appropriate Federal agencies, namely Department of Justice, Health and Welfare Canada, R.C.M.P., Correctional Service of Canada and Canadian Centre for Justice Statistics;
- 28 urban Police Departments;
- Pharmacists' associations in 3 provinces;
- Appropriate financial institutions, specifically the Association of Canadian Bankers, the Service de Securite des Caisses Populaires Desjardins and 2 nationally-based property insurance groups;

---

[1] These forces had already participated in the Environmental Design and Management Approach to Crime Prevention project completed for the Ministry of the Solicitor General.

- 10 retailer groups, including the Retail Council of Canada, the Ontario Retail Gas Association, 4 convenience store chains, 2 large department store chains and 2 supermarket chains.

The mailing was followed by a telephone reminder to all respondents who had not returned questionnaires by May 7, 1982. In some cases, primarily private business organizations, the questionnaire was then completed via telephone.

Table 1 details the frequency and types of responses for all groups surveyed by questionnaire about their robbery information holdings. As noted in the table, an 83 percent response rate was achieved through this method, indicating a high degree of interest in the project. However, the quality of responses varied considerably. Some respondents completed several questionnaires with system documentation and sample forms attached, while others sent only a brief descriptive letter. Others refused to give further information without a formal personal interview or presentation of credentials.

(b) Site Visits

Following the mailed survey, six Canadian cities from which various groups had responded to the mail survey were chosen for in-depth site visits to examine robbery data collections and interview data-keepers. The goals of the site visits were not only to enhance our knowledge of data systems identified in the survey, but also to gain an appreciation of the interaction between various groups in the collection and dissemination of robbery information. Although the mailed questionnaire returns suggested potential benefits from many more follow-up interviews, time and budget constraints prohibited a larger sample of jurisdictions. We therefore selected the sites according to the following criteria:[1]

---

[1] These criteria and the site selection were agreed upon by the Ministry and The Research Group following acceptance of the Interim Report, submitted May 28, 1982, and Addendum, submitted June 23, 1982.

FIGURE I.1

RESPONSES TO ROBBERY INFORMATION SOURCE SURVEY

Respondent	Number Sent	Number Received	Response Rate	Type of Response
Provincial government departments (attorneys general, justice departments, corrections)	24	21	.90	Primarily letters
Federal government departments	5	5	1.00	detailed questionnaires plus materials
City police departments	28	22	.76	Several questionnaires plus materials
Pharmacists' Associations	3	3	1.00	detailed questionnaires
Financial Institutions	4	4	1.00	Questionnaires and letters
Hotel/Motel/ Restaurant Associations	3	2	.67	telephone interviews
Retailers' Associations	2	2	1.00	telephone interviews
Convenience Store Chains	4	3	.75	letters
Department Store Chains	2	2	1.00	letters
Supermarket Chains	2	1	.50	letters
TOTAL	78	65	.83	

1) Whether a survey response indicated that the local police department had a "typical" information system, one that exemplified the type of robbery data collections, information processes and problems likely to be found in the majority of Canadian cities;

2) Whether a survey response indicated that the police force or other organization had a "model" information system, one that could be used to describe what could be done by other jurisdictions in the future;

3) Whether a survey response indicated that the jurisdiction had developed particularly useful and/or innovative responses to the robbery problem - irrespective of the quality of the data available for or used by responding programs;

4) Whether the jurisdiction was one of a number required to adequately represent particular regions of the country;

5) Whether a specific police department, government entity or business victim within the jurisdiction had expressed an interest to the Ministry in involvement in this or related projects in the future;

6) Whether survey responses and telephone queries indicated that data could be collected in a cost-efficient manner from several robbery information sources (e.g., police, courts and business victims) during one visit, permitting a focus on communications links between the various organizations and victims associated with robbery investigation and prevention;

7) Whether information about robbery was already being collected from that jurisdiction as part of another study.[1]

Relevant characteristics of the six cities[2] chosen as sites are described below.

---

[1] For example, Vancouver convenience store robbery prevention has been the subject of a study performed by Simon Fraser University, and Ottawa police robbery response methods have been the subject of a study performed by the University of Ottawa.

[2] The cities (other than Ottawa) are not named to protect the identities of those police departments, government authorities or business entities that requested anonymity.

1) Ottawa

As Canada's capitol, Ottawa is an important data collection site where all robbery information collected by the Federal government directly or from provincial and local authorities is centralized. Organizations that collect and disseminate such information, including the Royal Canadian Mounted Police, the Department of National Health and Welfare, Bureau of Dangerous Drugs, the Correctional Service of Canada and the Bureau of Justice Statistics (JUSTATS), have expressed interest in robbery research to be conducted in the future. As well, Ottawa is the base for some business and professional associations concerned with robbery prevention, such as the Canadian Pharmaceutical Association.

2) City A

City A[1] is a large city with a rapidly increasing robbery problem and a police department extremely interested in developing methods to control that problem. The survey response indicated that City A's police department has developed a model computerized information system for the collection and dissemination of robbery information and has initiated some innovative robbery prevention programs involving the business community. Moreover, security personnel of banks with regional offices in City A expressed a desire to contribute their knowledge of the Canadian Bankers Association robbery information system and prevention methods to the project.

3) City B

City B is also a large city with a rapidly increasing robbery problem and an advanced police information system, already used extensively for the generation of robbery investigation, prevention and statistical data. As well, it is the provincial capitol and site of developing computerized court records system.

---

[1] In this report, the word "city" is used to describe cities, municipalities, and towns.

4) City C

City C is a mid-sized central Canadian city with a manual police information system and slowly developing crime prevention program typical of the majority of police departments responding to the mailed questionnaire. It has also experienced a high enough level of robbery occurrences to activate a special unit to investigate crimes against persons. Several members of City C's business community that had been victimized by robberies, including convenience store owners, shopping centre managers and bank personnel, agreed to share information on police-business interaction and data processes during robbery investigations.

5) City D

City D is a very large city with a police department respresentative of large urban departments in the country. Its combination of older automated and manual information systems used by various centralized and decentralized organizational units typifies the resources and data collections available in many urban communities on police robbery responses. Because of their implications for information quality and availability, the problems experienced by City D's police department and business community in coping with a large and growing robbery problem are also of interest to this study. Security managers of several nationally-based businesses centered in City D agreed to discuss their roles in robbery information collection and dissemination with us.

6) City E

City E is also a very large city containing a police department with many of the same characteristics listed above for City D. The police information system is unusual for a city of this size, however, in that none of the major sub-systems are automated. The system is also unusual in its high-quality manual linkages with the provincial court system, important for any longitudinal study of robbery offenders. Another attraction of City E as a site for further investigation is the local bankers' concern about a significant bank robbery problem and willingness to co-operate in a review of the Canadian Bankers' Association robbery information system.

Table 2 summarizes the types of organizational datakeepers interviewed and information collections examined during site visits to the five cities other than Ottawa. As noted in the table, every police activity associated with robbery-response, investigation, technical support, disposition and prevention - was reviewed in detail as a possible source of data for future robbery studies. Datakeepers associated with these activities were interviewed to determine their roles in the robbery "information process."[1] As well, the links between police and courts, police, courts and corrections, and police and business victims were explored.

Finally, the table highlights our focus on data held by non-police organizations in selected sites: provincial authorities in Cities B and E, and businesses in Cities C and D. We concentrated our research on those businesses frequently victimized by robbery: banks, convenience stores, pharmacies, jewellers and the insurance industry. In the case of businesses, our interviews and system reviews emphasized police-victim interaction and information exchanges in response to robbery occurrences.

One final comment is in order regarding method. The project is intended as a study designed to assess the feasibility of using robbery information sources throughout Canada for future research. To that end, we have endeavoured to review as large a sample of relevant data collections as possible by mailed questionnaire to the datakeeper and/or on-site examination and interviews. However, as previously mentioned, time and budget constraints prevented as complete an investigation as would have been desirable. In view of the striking contrasts in robbery information handling exhibited among the five police departments and several businesses visited, we caution that substantially different conclusions might have been reached had we focussed our research on five completely different cities.

I.3 Organization

The remainder of the report is organized in the following manner.

---

[1] Collection, storage, retrieval and reporting.

FIGURE I.2

TYPES OF ORGANIZATIONAL DATAKEEPERS INTERVIEWED AND INFORMATION COLLECTIONS EXAMINED DURING 5 SITE VISITS

Type of organization or information collection	City A	City B	City C	City D	City E	Total From Site Visits
Local Police	x	x	x	x[1]	x	5
Dispatching/Communications	x	x	x		x	4
Records/Systems	x	x	x	x	x	5
Patrol/Constabulary		x	x		x	3
Central Investigative/Detective Unit[2]	x	x	x	x	x	3
Technical Support Units (Intelligence, Identification, Tactical Squad, Research and Crime Analysis, Operations)	x	x	x		x	9
Prevention/Community Liaison	x	x	x			3
Court/Corrections Liaison		x	x		x	3
Provincial Authorities						
Crown Prosecutors	x	x			x	3
Courts		x			x	2
Corrections		x				1
Businesses						
General Associations			x	x		2
Banks/Credit Unions	x		x	x	x	6
Insurance Industry				x		1
Pharmacists' Associations[3]				x		2
Convenience Stores			x	x		4
Jewellery Retailers				x		1
Shopping Centre Management			x			2

---

[1] The police department in City D refused access to any organizational units other than those checked in the table.

[2] In three of the large cities (B, D and E), two types of Central Investigative Units, those at the district level and at Central Headquarters, were included.

[3] The Canadian Pharmaceutical Association was also the subject of interviews in Ottawa.

Chapter II details the robbery data sources and data collections held by local police forces. Police operational units active in the initial response, investigation, clearance and prevention of robberies in five cities are described and compared as background to a discussion of the police "robbery information process." Points in this discussion are illustrated by charts showing the "robbery information flow" in various jurisdictions. The robbery data collections supporting or emanating from that flow are then reviewed, with an emphasis on the quantity and quality of case specific and statistical data available. The final section of Chapter II is concerned with the issues and problems arising from our investigation of police data sources, and their implications for future robbery research in this area.

Chapter III is an assessment of robbery information collections and systems maintained by federal and provincial government entities. Four types of data are discussed:

- Police data, in the Uniform Crime Reports collected by the Centre Justice Statistics (JUSTATS) and in RCMP holdings;
- Court data, in provincial systems and in a national system maintained by JUSTATS;
- Corrections data, including information regarding robbery offenders in institutions, in conditional release programs and on probation, held by the provinces and the Correctional Service of Canada; and,
- Special data collections and studies originating from various provincial entities and the federal government.

As in Chapter II, research issues and problems relevant to the use of these data collections for future projects are raised.

Chapter IV explores a number of business-related data collections containing robbery information, emphasizing the business victim's role in the maintenance and use of such information for control and prevention purposes. Five types of businesses, each with its own unique characteristics as a robbery victim and information processor, are investigated: banks, convenience stores, pharmacies, jewellers and the insurance industry. The problems presented in using data maintained by any of these organizations for future robbery research projects are outlined.

Chapter V concludes the report. It first examines the feasibility of performing robbery research based on a national robbery information base or system. Second the feasibility of other types of research projects examining specific issues are addressed. Third, research priorities are recommended and preliminary workplans outlined for those projects considered feasible and desirable. These recommendations are made in consideration of the quantity, quality and availability of data, federal priorities, interviewee requests and possible uses of projected research outcomes.

CHAPTER II - LOCAL POLICE DEPARTMENTS: ROBBERY DATA SOURCES AND DATA COLLECTIONS

This chapter assesses the quantity, quality, availability and uses of robbery information collected, held and disseminated by local urban police forces in Canada. To put the large amounts of robbery-related data held by the police into a logical schema, the operational units associated with robbery occurrences and control that generate, receive, use and/or disseminate that data are first introduced. These units are compared according to function and data associated with each function in the five cities chosen for site visits.

Second, the police "robbery information process" is described, from initial response to an occurrence to investigation, clearance, and eventual disposition. The data sources used and data generated by actions or decisions at each step in the process are contrasted among jurisdictions, using "robbery information flow charts." The quantity and quality of case specific and statistical data collections resulting from this process are emphasized.

The final section of this chapter examines the issues and problems arising from our investigation of police data sources. These issues and problems may have been discussed by participating datakeepers or observed by us while comparing data handling methods used in the five jurisdictions. The research questions recommended for further exploration as a result of these discussions and observations are proposed. The feasibility of further research in each subject area is considered, highlighting the quantity, quality and availability of relevant information.

II.1 Police Operational Units Associated with Robbery Occurrences

Robbery is considered one of the more important crimes addressed by the majority of urban police forces in Canada. Every large operational unit associated with the force is usually activated in the course of robbery response, investigation, clearance or prevention activities. These include:

- Dispatching or Communications
- Patrol, Constabulary or Uniformed Units
- Central Investigative or Detective Unit
- Technical Support Units
- Court and Corrections Liaison Offices
- Prevention or Community Liaison Unit
- Information/Systems/Records Unit

Each unit's functions are described below. References to the records generated by these functions are highlighted by ** in the left margin. A sample of each major type of record produced by the units is included in Appendix B.

(a) Dispatching or Communications

This unit is responsible for receiving all complaints concerning the commission of a crime from victims, witnesses, the police or others, and channelling police resources to respond in the most appropriate fashion. In reference to robbery, the Communications function involves dispatching uniform and investigative units to the scene, keeping abreast of all events and police needs at the scene, fulfilling these needs by requesting that Special squads attend, transmitting suspect description and escape route to all appopriate units, and recording all complaints, including police response times. A sample complaint card may be found in Appendix B. **

The Communications response varies by type of robbery and by several other factors, including whether or not the crime is in progress, suspect escape means and route, the availability of uniform patrolmen and robbery investigators and whether or not directives have been issued regarding police actions in specific cases. The Communications Unit's consideration of these factors differs somewhat according to city. These differences have important implications for the type, quantity and quality of records eventually produced to document robberies.

- Type of Robbery

  In the smaller cities such as City C, both constables and robbery investigators are typically dispatched to every robbery. In some larger cities, however, investigative officers are notified only in the case of financial institution robberies. In the former case, two response times may be recorded.

- Whether or Not Crime in Progress

  If the robbery is in progress when the complaint is made only one or two cars are usually dispatched to the scene and constables are advised to remain outside the establishment until the assailants escape. If the offenders have already escaped, one or two patrols and two investigative officers are normally sent to the scene and other patrols on duty directed to serve as back-up or to circle the neighbourhood.[1] However, in at least two cities visited, these two alternate dispatch responses are not consistently applied and several patrols may arrive at the scene at once leading to overlapping records.

- Suspect Escape Means and Route

  In cases where the suspect is known to have escaped on foot, only patrolmen near the scene are notified. If the suspect left by car, Dispatching usually notifies all patrolmen on duty, directs the setting up of roadblocks and relays information to surrounding police forces. In large cities, offenders sometimes use mass transit, necessitating the notification of transit security forces. The recorded response time may be delayed as a result of these actions.

- Availability of Uniform Patrolmen and Robbery Investigators

  Manpower availability normally varies by shift and area of the city in question. If two major crimes take place in the same general time period and area or few constables are available for any reason, the Dispatcher must prioritize responses accordingly.

---

[1] City D's police force has assigned the responsibility of organizing patrol officer movements around the scene of the crime to the Road Sergeant.

Criteria for setting these priorities are sometimes unclear. In all but one of the cities visited, investigative manpower has not kept pace with a recent upward trend in robberies, meaning that robbery investigators are often not available for immediate on-scene response to an occurrence. Dispatching may never receive a record of the investigator's arrival.

- Existence of Directives

  In some large cities, general or specific directives have been issued regarding Dispatching actions to be taken in the presence or absence of the above factors. However, other cities have left all Dispatching decisions to the discretion of Communications Unit personnel, resulting in occasional confusion and inconsistencies.[1] The resulting records are also confusing and inconsistent.

** Complaint cards documenting dispatching activities are used to generate Daily Crime Reports, listing all complaints verified in the past 24 hours. If an important crime such as robbery is not entered in the Report, its investigation will be delayed.

(b) Patrol, Uniform or Constabulary Unit

The Patrol, Uniform or Constabulary Unit is the most obvious working component of any police force, taking primary responsibility for the initial handling of any crime, including robbery. In all cities examined, uniformed patrolmen dispatched to the robbery scene are expected to perform the same basic tasks, although their practices in completing the tasks vary:

1) Arrive as quickly as possible. Police interviewed in all five cities believe that the speed of response is the single most important factor in the apprehension of the robbery offender

---

[1] For example, City C police and business victims related incidents where several patrol cars were mistakenly sent to "take charge of" the robbery scene, resulting in needless duplication of victim and witness interviews, and in one case, an unnecessary shoot-out with the offender.

and the recovery of stolen property or cash. According to police accounts, most robberies take place in less than 1 minute, and victims are unlikely to sound an alarm or call the police until the offender has left the premises.[1] Three or more minutes may have elapsed by the time patrolmen reach the scene, giving the perpetrator(s) ample opportunity to escape and avoid detection. Once patrolmen arrive, they must immediately notify the dispatcher. Otherwise, the dispatcher will not know the accurate response time and may needlessly divert other resources to the scene.

2) Isolate victims and witnesses. This task is crucial to the ability of patrolmen to obtain accurate and complete suspect descriptions. In some cities, the first patrolmen on the scene have been directed to lock or request that the manager lock the door, preventing witnesses from wandering away before they have been questioned. In other cities, this decision is left to the discretion of the officer or is not understood, resulting in extremely inadequate descriptions.

** 3) Obtain statements from victims and witnesses regarding the course of events during the occurrence, suspect description, suspect escape route and amount of property or cash stolen. Of these, the suspect description is by far the most important, affecting both case clearances and trial outcomes. Police management interviewed in the five cities are frequently disappointed in the quality and completeness of patrolmen-obtained suspect descriptions. The reasons usually cited for poor descriptions are poor patrolman training and/or lack of experience. However, business victim training in this area also affects description quality.

4) Relay suspect description and escape route to patrols at scene and to Communications Unit. Again, the speed and accuracy with which this task is performed often determines whether or not a suspect is identified, an arrest made and stolen goods recovered.

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[1] Even where silent alarms are provided (as in many banks), victims are usually too confused by the event to remember and use it.

5) Perform neighbourhood search. According to interviewees, the majority of robbery offenders escape from the scene on foot and remain in the general neighbourhood for some time. Therefore, a careful and thorough search of the surrounding area, and queries to bystanders, may yield results. To make most efficient use of manpower for this task, at least one city (City B) police department has issued a specific directive regarding how the search is to be conducted.[1] In some other cities, the approach toward searches is unorganized and may be somewhat haphazard.

6) Request the assistance of other units. The patrol officers must assess the need for special support services and request that they be provided. These include (but are not limited to) the Canine Unit, the Tactical Squad and the Identification Unit. For the majority of robberies, the Identification Unit is routinely called to record fingerprints, examine evidence, analyze the hold-up note and provide other technical supports.

7) Relay information to investigative units. At least in the case of violent or financial institution robberies, either a district level or central office Robbery Squad, Detective Unit or Crimes Against Persons investigating team usually arrives while the patrol officer is completing the above tasks. It is the patrolman's responsibility to give the information he has collected to these investigators. Officers in charge of investigative units in three of the five cities visited revealed that this transfer may be problematic if the patrolmen see themselves as competitors with the central investigative unit for case solution and arrest.

** 8) Complete occurrence report. The final duty of the patrol officer is to complete the occurrence report, the most detailed and useful record of the robbery event and police response. The accuracy and completeness of that report, which varies considerably by officer and city,[1] affects every subsequent criminal justice decision surrounding the case. As well, the amenability of robbery data to statistical compilation, planning and research activities is largely determined by the care with which information on the occurrence report is recorded. Appendix B contains a typical Occurrence Report form.

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[1] The Grid Search directed by City B progresses in one direction around an area perimeter from a start point, or toward the middle from two start points if the area is large.

(c) Investigative or Detective Unit

Investigative or detective Unit functions are similar in all cities visited, but their position in the department and mandate differ among jurisdictions, as noted in Table 2.1. In very large cities

FIGURE 2.1

Placement and Mandate of Robbery Investigative Units in Five Cities

City	Size of City	Division/District Investigative Unit	Mandate	Central Headquarters Investigative Unit	Mandate
A	Large	None		Robbery Unit	2
B	Large	Criminal Investigation Section	1	None	
C	Medium	None		Criminal Investigation Branch	1
D	Very Large	Criminal Investigation Bureau	1	Hold-up Squad	4
E	Very Large	Investigative Unit	1	Crimes Against Persons Unit	3

(1) Responsible for investigating all major crimes, including robbery.

(2) Responsible only for investigating all robberies.

(3) Responsible for investigating some major crimes against persons, including robbery of financial institutions, complex cases and multi-suspect armed robberies.

(4) Technically responsible for investigating all robberies, but informally responsible for investigating only robberies of financial institutions and complex repeat robberies.

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[1] According to several interviewees, more experienced officers tend to submit more accurate reports, while those recently exposed to training in this area submit the most complete ones. In our file searches, we were impressed by the quality of Occurrence Reports in City A, where the entire text of the report is entered on the main police computer and available for every other member of the force to review. In other cities visited, the quality of Reports was inconsistent. However, the smaller city forces appeared to experience more difficulties with omissions and inaccuracies than the larger ones.

such as Cities D and E, where some division of investigative responsibility is necessary because of the huge volume of occurrences, District level offices handle the majority of personal, convenience store, and other small retail robberies. When financial institutions are victimized, large amounts of cash or goods are taken, inter-district patterns are evident, or organized gangs are involved, the Central Headquarters investigative unit takes charge of the case. In contrast, police departments in large Cities A and B, and mid-sized City C designate only one unit in the force to pursue the solution of all robberies, but these units are at different levels and may have other responsibilities as well. Robberies in Cities A and C are handled centrally, in City A by an exclusive Robbery Unit and in City B by a unit that handles all crimes against persons, while City B's robberies are investigated by district level units that also handle investigations of other crimes in their districts.

** These differences may affect the quality and results of the investigation, and certainly affect the standardization of records and the ease with which information can be used for research purposes. As well, the types of information included in each dossier vary by type of unit handling the investigation. Particularly in the larger jurisdictions with more than one investigative unit, case-specific information is often difficult to locate at any given moment during the investigation process. Also, case materials are sometimes misplaced as they travel from one investigative unit to another.

In terms of function, investigators or detectives in all cities are expected to solve robberies, apprehend culprits, make arrests, ** prepare the Court Brief and otherwise assist the Crown Prosecutor in assembling the case for court, gather evidence for the court and appear as a witness during that trial. All of these activities generate records that may be useful in future robbery research. To perform the above functions, investigators collect and use data from many information sources, including:

1) Victim and Witness Statements

The investigating team normally re-interviews victims and witnesses, rather than depending upon patrol officer interview information. Investigator expertise in this area frequently results in clearer, more detailed suspect descriptions, and identification of modus operandi unique to an offender already known to police.[1] As well, the more exact statements obtained by investigators may assist the Crown in gaining a guilty plea or conviction. The new information is contained in revised Occurrence Reports or Supplementary Reports, a sample of which may be found in Appendix B, and in modus operandi reports issued by City E. **

2) Surveillance Film and Other Evidence

The majority of financial institutions, many department stores and several convenience store franchises have installed surveillance cameras to make photographs of either every customer or selected customers during cash transactions. Investigators normally remove the film after a robbery and send it for immediate development to the Identification Unit. These photographs are then compared to those of previous robbery offenders with similar modus operandi stored in Identification files, to identify a suspect.

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[1] For example, the style with which a suspect approaches a clerk, the way he hides or shows his weapon, and particularly the words he uses in demanding the money or goods are all identifying characteristics. "X always stands in line behind legitimate customers, approaches teller with a printed note on the back of a withdrawal slip, and tells her to keep quiet or he will shoot. He has never displayed a weapon but always keeps his left hand in his pocket".

Other evidence such as the bag used to transport money, masks, hair, hold-up note, bullets, weapon, or fingerprints, may be found at the occurrence site. If investigators notice any possible evidence, they request the assistance of the Identification Unit. That Unit examines, records and take available evidence for further analysis. Results of the analysis are immediately communicated to the robbery investigative unit. Prior to an arrest, the Identification unit may also be called upon to provide photographs of possible suspects to assist witness/victims in recognizing offenders.

** 3) Robbery Case Book

The Robbery Case Book maintained by robbery or general investigative units in all site cities is both an information resource and data output of robbery investigations. Considered the "Bible" of such units, it contains manually systematized summaries of all recent cases in chronological order. Some units in the larger cities maintain two Books, one for financial institution robberies and one for all other robberies.

Entries in the Case Book include:

- Case number
- Date and time
- Victim and location
- Amount taken
- MO and weapon
- Suspect name and description
- Investigators handling the case.

City D's robbery case descriptions are more detailed and systematized than those observed in other jurisdictions. They include (in order):

- Institution, location, occurrence number, case number
- cross streets
- time
- division
- number of suspects
- suspect height, weight, age, hair, facial hair, clothing, miscellaneous and direction of travel
- modus operandi, specifically, note used, grammatical structure, wording, weapon seen, weapon described, verbal demands
- Auto description

When assembling data about an occurrence, the investigator assigned the case first reviews the Robbery Book to find similarities in recent occurrences. If he finds a pattern, he then turns to other sources for more complete information.

The usefulness of the Robbery Case Book depends upon the volume of robberies experienced by a jurisdiction. With recent upsurges in robbery rates, most large city investigative units have found the Robbery Book to be cumbersome and increasingly ineffective. Because none of the Books are indexed, case summaries with specific characteristics cannot be accessed without a complete perusal of all summaries. When more than a hundred cases are included,[1] an investigator must spend an inordinate amount of time reviewing the Book, making copious notes and absorbing and remembering data.

City E's investigative units have addressed this problem by summarizing suspect MO according to codes in a 12-digit number used to index cases on a daily basis.

4) Analytic Supports

Officers in charge of all investigative units visited are moving toward more analytic supports to replace or augment time-consuming Robbery Case Book reviews. These supports include:

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[1] For example, City D experienced more than 1,500 robberies in the first 8 months of 1982.

- Manual Analysis

City D investigative unit personnel includes an analyst whose responsibility is to identify patterns among robberies, summarize those patterns and assist investigators in correlating patterns to known or suspected offenders. Because he has to review all robbery occurrence reports without the benefit of technological aids, the analyst basically performs the same function as investigators in other cities reviewing Robbery Case Books and other information sources. However, his background and training in statistics have prepared him for finding relationships and summarizing the important characteristics of several occurrences. The analyst has initiated the use of standardized forms to present summaries of similar cases. He has also introduced a colour coded map of occurrences for the use of all investigators.

City C's police force retains a civilian statistician who could assist its investigative unit in the same manner. His primary responsibility is to manually assemble statistical information on all crimes, including robbery, from occurrence reports. While reviewing reports, the statistician occasionally notes and informs the investigative unit of particular offence patterns. However, the investigative unit does not request or necessarily use the information contributed by the statistician toward the solution of open robbery cases.

- Computer-Assisted Analysis

Cities A, B and E police force computer systems all have the capability of producing summaries of similar robberies from computerized listings, and two systems if queried by certain characteristics, can directly relate those characteristics to names of possible suspects.[1]

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[1] For example, if it is known that the perpetrator had a gold earring in his left ear, wore a Hell's Angels biker jacket and spoke with a lisp, progressive queries to the system's known offender files by each characteristic may produce the names of several possible suspects.

Investigators in City A's robbery squad have a computer terminal within the unit, for accessing any case-specific information[1] ** collected by the force. Occurrence Reports or Occurrence Report Summaries of related events are obtained through progressively more specific queries to the system by any of several known characteristics of the case under investigation. As well, descriptions of any missing vehicle known to police may be accessed by whatever information is remembered by witnesses and victims.[2] These summaries and descriptions can then be used to call from the system suspect names, addresses, descriptions and any occurrence reports related to crimes in which the suspect has previously been involved. Through this method, investigators can often deduce the likely suspect(s) in robbery very quickly and without leaving the office.

City B's system is not as adapted to investigative needs as City A's, but can nevertheless be used to access Case Detail and Persons data associated with specific previous occurrences. If the investigator can make preliminary educated guesses about associations among robberies, he can easily determine whether his guesses are correct.[3]

City E maintains a computerized Modus Operandi System exclusively for assisting robbery investigations. The system, which is ** located in the Crimes Against Persons Unit, stores over sixty data items regarding suspect description, attitude and actions for every robbery occurring in the city. It can be readily used to establish patterns among offences and identify suspects.

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[1] Except intelligence information, which is contained in a separate system.

[2] Even one or two digits in a license number can be used to access lists of possible vehicles with plates containing those numbers.

[3] For example, if the investigator thinks a robbery bears some resemblance to one of a convenience store occurring a year ago, he may query the system for summaries of convenience store robberies and related suspects during that time period.

5) "Street" Information

Particularly for convenience store, pharmacy and other small retail robberies, investigators rely a great deal on informal information sources to identify and apprehend suspects. Investigators themselves, special intelligence-gathering units and patrol officers all play a role in collecting information about suspected robbery offenders from known informants and members of criminal subcultures. According to detectives interviewed, robbery offenders often display money they have stolen to their friends, spend it in very obvious ways or brag about their "accomplishments", revealing information that is invaluable to the robbery investigation. Especially in the one or two week period following a robbery, patrol and intelligence officers are requested to be alert to this type of information and to immediately relay it to the robbery investigators.

The efficiency with which it is relayed varies somewhat by city. Interviewees in the larger cities noted that competition to make arrests between district and central units sometimes inhibits the information flow. City C investigative personnel revealed that individual patrol officers also sometimes "sit" on information to gain credit for a robbery solution or arrest, rather than transmit it to the appropriate unit.

The method by which intelligence is transferred also differs by city with implications for investigative effectiveness. Police departments in Cities A and E have computerized their intelligence network to improve the accuracy and speed of data transfer from small geographical units to the Central Headquarters systems. Rather than depend upon patrol officer memory and multi-day report transfer mechanisms, personnel immediately enter information from the field onto the system and make it available to investigators on a need-to-know basis. City A's system is unique in that it can narrow the list of possible suspects to very few by extracting names of persons "known"[1] to the police according to any physical characteristic of the suspect, his vehicle or modus operandi remembered by witnesses and victims. In contrast, Cities B, C and D's police forces transfer intelligence information manually from patrol or plain clothes officer reports to large paper files. Investigative officers must attempt to deduce a list of possible suspects themselves from memory and manually search files for indications that the supposed perpetrator's characteristics match those given by witnesses and victims. **

6) Bulletins, Letters, Telephone Calls, Conferences and Other Sources of Information from Other Police Forces

Unlike offenders who rob convenience stores and other small retail establishments, bank and jewellery store robbers are considered by police to be highly mobile, travelling from one Canadian city to another in order both to avoid detection and find new targets. Inter-city police communication and co-operation is crucial to the identification and apprehension of this type of offender. Therefore, robbery investigative units in all cities visited have established liaisons and communications links with surrounding police forces, the RCMP and robbery investigators from major Canadian metropolitan centres.

The components of this communications network and the ways in which it is used differ significantly among the site cities.

** - Bulletins

Two types of Bulletins are used by the robbery units visited for this study: formal Bulletins issued by the RCMP and most large police forces after major crimes have occurred, and less formal Bulletins of longstanding unsolved cases issued by some police forces. Interviewees in Cities A and B police forces mentioned the RCMP Bulletins as valuable information resources. These confidential publications, issued by the RCMP regional headquarters, contain detailed case reviews, suspect description and photos, modus operandi, weapon descriptions, similarities with other crimes thought to have been committed by and any other relevant information for occurrences coming to the attention of the RCMP within a certain time period. According to robbery unit investigators, the Bulletin serves a useful information co-ordination function, but it is often not made available until one or two weeks after an offence has occurred, by which time its effectiveness is limited.

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[1] Any person who has come in contact with the police, including suspicious persons, victims and arrestees is recorded in City A's intelligence system.

All the large police forces visited also issue confidential information bulletins to make nearby police forces aware of recent occurrences and suspects who may have escaped to their jurisdictions.

In 1979, City A began a monthly notebook-type Bulletin of unsolved robberies for the use of city police departments in surrounding regions. Twenty large police forces now exchange similar Bulletins to assist in the solution of long-standing open cases. The Bulletin contains: dates and details of each robbery performed by a suspect; his description; modus operandi; disposition, if any; comments regarding previous robberies the suspect may have been involved in and more exact m.o.; photograph of suspect from police "mug shot" and/or surveillance camera film; photograph of the hold-up note; and the names of investigators to contact for more information. According to the officer in charge of City A's robbery unit, this resource has been instrumental in solving a great many bank robbery cases in City A as well as other nearby cities.

Because of a perceived influx of offenders from other parts of Canada, City A's robbery unit has made an effort to expand the service in the past year to major centres in the rest of the country. However, participation of these cities has been sporadic or non-existent. Police management interviewed about this matter believe the robbery Bulletin is an excellent idea,[1] but in many cases do not have the financial or manpower resources required for assembly and distribution.

- CPIC Messages

  All robbery investigative units visited use the CPIC (Canadian Police Information Centre) system extensively, both to send messages regarding suspect whereabouts, modus operandi and description to other police forces, and to receive such messages from other forces. An alert investigator notices similarities in robberies occurring in his jurisdiction and others while reviewing CPIC listings, and uses the information to solve open cases. It is therefore imperative that the CPIC listings be assembled, catalogued and readily available. Cataloguing processes are not standardized among the forces visited. In some cities, the incoming messages regarding robberies are assembled in order on a daily basis, transferred to the appropriate investigative unit, compiled and indexed for easy access. In others, one or several messages may be picked up by an interested investigator, used for a case follow-up and rarely filed.

- Letters, TELEX Messages and Telephone Information

  CPIC is usually inadequate for more than a cursory review of case-specific information. If robbery investigators are fairly sure the perpetrators of an offence in their jurisdiction are in or headed for another city, they write, TELEX or telephone a robbery investigator in that city with case details, exact suspect and vehicle descriptions, and intelligence regarding likely whereabouts, names of associates or peculiar modus operandi.

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[1] For example, a recent meeting of officers in charge of robbery units in Cities A and D, for the purpose of introducing City D's unit to the Bulletin, resulted in the identification of two suspects wanted for several robberies in both cities.

- Liaisons

To ensure that this information is used to its full extent, robbery investigators in all five site cities have established liaisons with one or two investigators or the robbery unit manager in the police forces of surrounding jurisdictions. The officers in charge of investigative units in A and B cities have formed links with their counterparts throughout the neighbouring provinces and, through the efforts of one officer in charge, have attempted to form information-sharing relationships with police investigative units in other parts of Canada.

Interviewees in all cities visited suggested that several factors block large-scale communications links among robbery investigative units in Canada, including:

- Limited long distance telephone budgets;
- Language barrier between Quebec police forces and those in other regions, particularly the west;[1]
- Hesitancy of some forces to share relevant information with other forces located in other parts of the country[2];
- Inadequate or extremely formalized information transfer policies that prevent calls or letters from reaching the intended officer in a timely fashion.

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[1] This barrier has become particularly important to robbery investigators in the past five years as western cities have reportedly experienced an influx of Quebec robbery offenders. Statistical information regarding offender origin needed to document this problem, has, however, not as yet been collected.

[2] Reasons for this hesitancy may include misunderstood information security mechanisms rivalry among forces and the perception that little will be gained from such activities.

Conferences

One mechanism considered by police to be extremely successful in solving open robbery cases and improving investigative methods is a regular conference among robbery investigators. Police departments in Cities A, B, D and E hold weekly or bi-weekly meetings among district and central headquarters personnel concerned with robberies to compare notes on unsolved occurrences and address informational problems. Police departments in all five sites hold Inter-jurisdictional conferences monthly or quarterly among bordering cities or regions for the same purposes.

Few forums are regularly held among Canada's larger police forces to solve the mounting catalogue of open bank robbery cases, improve communications links, and develop better investigative techniques. The officers in charge of City A and City B robbery units have hosted conferences of this type on an irregular basis for regional forces. However, the expense of long distance travel and setting up the conferences themselves may jeopardize their continuation. City D's robbery unit held one conference for robbery units from two large regions that was well attended and produced good results, but has not repeated the effort due to lack of funds. Despite the view among police investigators that semi-annual or annual national robbery conferences would be invaluable, individual police force budgetary constraints would not permit hosting or attending such conferences either on a regular basis or for more than one region of the country.

7) RCMP Hold-up Note System

All police forces in Canada have at their disposal the analytic outputs of the RCMP Hold-up Note System. Intended as an investigative resource, the System has been set up to enable suspect identification from an analysis of printed or written format, grammar and language peculiar to the notes demanding money usually presented during bank robberies.

Although the system has existed for 37 years, it has never been widely used. Interviewees at both the local and federal level have noted the following problems associated with the system:

- It is a manual rather than computerized system, with no index for or sub-files by key words, first word or any attribute other than written versus printed format and originating police force. A search of the file is therefore exceedingly laborious, entailing approximately one hour for a printed format note and one half hour for a written format note.[1]

- Because both external and internal mail channels are slow, and because analysis is so time-consuming, police investigators who have used the system claim they receive output several weeks after submitting notes, often after a suspect has already been identified through other means.

- The effectiveness of the system is based on its ability to produce matches among notes from different forces and time periods. However, the system's scope is extremely small. Only about sixty new notes have been added for each of the past ten years, these primarily from one large metropolitan police force.[2] Without the participation of all major police forces in Canada, many of which do not contribute notes because of the above problems, the system's effectiveness is lost.

- In the absence of an efficient national clearinghouse to identify suspects from hold-up notes, many forces such as

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[1] The search is twice as long for a printed note because the printed note file is more than twice the size of the written note file.

[2] This police force has contributed 160 notes in 1982 because of a several hundred percent increase in bank robberies.

City A's have developed their own inter-city resources like the Robbery Bulletin for the same purpose. As long as those resources are helpful in clearing cases, large-scale participation in the RCMP system is unlikely.

8) Citizen-Contributed Leads

Particularly for financial institution robberies, many police forces in co-operation with members of the business community have set up avenues for citizens to contribute information regarding suspects directly to robbery investigators. Some of these leads are motivated by the offering of large rewards from the Canadian Bankers' Association or similar associations for information to conviction of an offender from a particular incident. Some cities have encouraged citizen participation in the solution of robbery cases by introducing a weekly radio or television program, "Crime stoppers". The program reviews modus operandi, suspect descriptions and other information related to specific crimes, and requests that audience members call the police department with additional leads. A reward is offered for information leading to arrest and prosecution.

(d) Operational or Technical Support Units

The involvement of two technical support units, Identification and Intelligence in robbery-related activities has already been discussed in the context of "information sources for robbery investigations." These units both play large roles in the solution of robbery cases. Three other units, the Tactical Squad, Crime Analysis and Operations Analysis may also become involved at some phase in the investigation, suspect apprehension, preparation of a case for trial, or in the evaluation and planning of robbery-focussed police activities.

1) Tactical Squad

Patrolmen or robbery investigators may call upon the Tactical Squad for problematic undercover intelligence work or apprehension activities. The plan clothes officers may be asked to confirm a suspect's whereabouts from his associates, to "stake-out" a suspect's residence, to penetrate a business office where a robbery has resulted in a hostage-taking or to apprehend a suspect who is considered dangerous. In most ** cities, the squad receives special training in weapons-handling and intelligence-gathering to perform these tasks. A record of intervention by the Tactical Squad is sometimes made on the Occurrence Report or follow-up Reports, but may be present only in Tactical Squad reports.

2) Crime Analysis

Both Cities A and E have fairly sophisticated facilities for robbery-specific crime analysis. As previously mentioned in the "Investigative Unit" section above, City E's Crimes Against Persons Unit produces analyses of robberies and robbery patterns based on modus operandi checklist forms assembled by police.

City A's computerized full text occurrence report storage and retrieval system permits detailed analysis of one or a group of occurrences. For special purposes, such as the presentation of a complicated case to the Crown Attorney or the court, or a case review among several police forces working to solve a crime, investigators or other police personnel may request the ** services of the Crime Analysis Unit. However, because of its novelty, the unit's capabilities are not fully utilized. The unit assembles and summarizes all known facts about an occurrence pattern in chronological order, graphically depicts relevant case detail, and describes evidence or suppositions leading to the determination of the suspect(s) responsible. The resulting document is probably the most complete case specific data available from any police force visited. Both officers with the responsibility for crime analysis functions in City A have received special training in the field from the Canadian Police College.

3) Operations Analysis

City B maintains a special administrative unit for evaluating police activities in response to specific types of occurrences, including robberies. The Operations Analysis Unit has computerized response time and relevant patrol area and shift data for the eventual purpose of improving patrol area design and other factors associated with patrol response. ** The Unit issues regular reports statistically summarizing robbery response data.

(e) Court and Corrections Liaison

Court and Corrections Liaison functions have been established in all major police forces to link the police and other elements in the criminal justice system.

1) Court Liaison Office

The objective of the Court Liaison Office is to assist the Crown Counsel and court agencies in shepherding a case through the court system in as efficient a manner as possible so that a conviction may be obtained. Specific functions related to robbery may include:

- Reviewing prosecution, arrest and appearance notice reports to ensure that they contain the evidence preferred in the criminal courts;
- channelling requests from the Prosecutor's Office to the appropriate unit;
- maintaining control over the assignment and attendance of police witnesses for trial;
- Recording, serving and executing court documents;
- Regulating the approval and processing of charges relating to arrests;
- Recording prosecution and trial outcomes of cases.

Not all these functions are performed by Court Liaison Units in every city. If robbery investigators have a close informal relationship with the Crown Counsel, for example, they will meet with him in person or by telephone to discuss evidence, witness statements, Court Briefs and further needs of the Crown for prosecution, rather than relying on the Court Liaison Office as intermediary.

The most important data produced by the Court Liaison Office are
** records of police witness notification and attendance, computerized
** in three of the five cities visited, and follow-up records of
** prosecution or trial outcomes for specific cases. The latter data are particularly relevant to robbery research needs. Longitudinal robbery studies require good quality case disposition information.

In a typical city, the police officer posted in each courtroom for security purposes keeps an annotated docket of the progress of each case. The completed docket is checked for accuracy with the court clerk, after which it may be used by police for completing forms on results of appearances and trial dispositions later filed in case folders or entered in computer record systems. However, reviews of files indicated that the form is often not completed, inaccurately completed, misplaced or inconsistently added to case files in their police storage units. Dispositions are always maintained by the court with Informations, but these are usually filed by date and court appearance. Also, because court records are generally identified and indexed by case numbers totally different from police occurrence numbers, they are difficult to associate with the appropriate police file.

** City E police and courts have initiated standardized case identification codes for all records pertaining to a case from complaint to trial disposition. According to interviewees, the use of this code has considerably improved record completeness and accuracy, and has been of great assistance to researchers examining longitudinal data. Although the forms are still completed, compiled and stored manually, City E will computerize them in the near future, further facilitating easy retrieval of information for research purposes.

2) Corrections Liaison Office

Accurate corrections information is usually considered extremely important to police officers investigating specific robbery occurrences because of the high number of robbery offenders imprisoned[1] and the perceived high repeat offence rate[2] for that crime. Where Corrections Liaison Offices exist, they are staffed by either police officers or parole and probation officers, and are responsible for confirming the correctional status of suspects at the request of robbery investigators. Often the local parole district office supplied the police department on a routine basis with a list of current supervision cases. As well, in at least one city the office enters the names and addresses of all offenders released on parole or mandatory supervision onto a police-maintained data system.

** The primary case-specific record completed by the Corrections Liaison is the Record of Release and Parole Status, issued to police officers upon request. Because the information on this form is not consistently collected for all suspects, and is frequently not transferred to the case file, it is of little utility for robbery research purposes. To verify correctional status of offenders or suspected offenders, provincial or federal criminal justice authorities must be queried.

(f) Crime Prevention or Community Liaison

Four of the five police forces visited have formed special units to co-ordinate, and in some cases, perform crime prevention and community liaison activities. However, it must be emphasized that force C's lack of such a unit is typical of police forces in mid-sized Canadian cities. The majority of police departments in Canada are just beginning to develop formal operational crime prevention capabilities.

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[1] For example, in 1977 approximately 30% or 2,750 inmates in federal penitentiaries were committed for robbery offences. (Source: Statistics Canada Correctional Institutions Statistics 1977).

[2] Robbery investigators interviewed in four cities estimate that almost 100 percent of financial institution robberies and about 50 percent of other robberies are committed by repeat offenders.

In large cities such as Cities A and B, and very large cities such as City E,[1] Crime Prevention/Community Liaison Units have similar functions. These are:

1) Serving as a public relations agency for the police force, by strengthening ties between the force and minorities, the business community, schools and the citizenry in general;

2) Educating potential victim groups, particularly business victim groups, on appropriate methods both to avoid victimization and to react during the commission of a crime;

3) Planning prevention initiatives for the force;

4) Maintaining liaisons with patrol and investigative units in order to address relevant crime concerns and co-ordinate prevention responses.

Despite the existence of directives regarding the important role of prevention units in performing these four functions, the actual responsibilities given to the units vary according to the philosophy of police management, the emphasis on patrol and investigative unit mandates for prevention activities and the force. Interviews in four sites revealed that crime prevention is often considered a very low priority compared to other police roles. When this is the case, Prevention Units are poorly funded and act primarily as public relations groups, giving lectures to schools and community groups on general enforcement-related topics. In Cities A and B, however, where crime prevention is emphasized as a major goal of the force, the Units concentrate on specialized education programs for specific groups[1] and planning prevention initiatives.

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[1] We were not given permission to interview City D's Crime Prevention Unit personnel concerning robbery prevention activities.

Regarding mandates for prevention, the majority of forces queried for this project have defined prevention and enforcement functions as separate and distinct. Patrol and investigative units are generally not expected to give advice to complainants on avoiding ** future victimization and any sections on Occurrence Reports devoted to prevention responses are normally left blank. However, this emphasis is beginning to change. Because of recent recognition of the importance of victims in addressing crime problems, some larger forces have now directed that prevention is every police officer's responsibility. In those forces, patrol officers and ** investigators must advise victims on methods to avoid re-victimization and must keep records of such advice on Occurrence Reports.

In the majority of cities visited, a weak relationship[2] between Prevention Unit Personnel and other members of the force appears to have restricted the functions of the Unit. In some forces, the Prevention Unit does not receive regular statistical reports of occurrences by area of the city in order to taget programs. Inadequate communication between Prevention Units and robbery investigators in particular has occasionally resulted in prevention program content which contradicts advice to victims given by the Robbery Unit.

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[1] For example, City A's Prevention Unit has activated a robbery prevention program for small businesses in a high crime area of the city, presenting slide shows and security checklists to owners/managers on their business premises.

[2] The reasons for this strained relationship are not the proper subject of this report. However, some interviewees have suggested that because many prevention unit staff are civilians, they are not considered part of the "real" police community. Also, some forces have traditionally moved patrol officers to Prevention as a form of "demotion" or early retirement.

** Most Prevention Units produce few records that are useful either for outside research purposes or even for their own planning needs. Few programs are evaluated and little, if any effort is devoted to studying crime patterns in order to focus new programs on those areas or victims most likely to benefit. However, at least two cities have begun to address these issues with innovative data-based projects, including:

** . City A's Prevention Unit has worked with the force's systems personnel to develop a Crime Trend Analysis for each area of the city by specific crime, including armed robbery and violent robbery. The Analysis includes a victimization risk score,[1] the rate of change in occurrences over time, and case clearance data for every area. It will be used to target prevention programs.[2]

** . City B's Prevention Unit maintains a manual file supported by computerized summaries in the force's integrated information system to document the activities of its Armed Robbery Program. When Unit personnel visit a business or organization, either as part of the force's response to a robbery occurrence, a record of the organization to whom the program is presented.

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[1] Calculated roughly by dividing the number of crimes reported in a specific category by the area's population at risk.

[2] A similar analysis and accompanying crime forecast are regularly compiled by City E's Operational Support Unit for focussing enforcement activities, but these are not necessarily co-ordinated with City E's Prevention Unit.

and other relevant descriptive information is created. Data may be retrieved from the system either by individual presentation or in a statistical reporting format by client. Although the data have not yet been adapted for an evaluation of the Armed Robbery Program, they are ideally suited for that purpose.

(g) Information/Systems/Records

The Information, Systems or Records Unit in any police force has the primary responsibility for collecting, maintaining, indexing, analyzing and making available to the force data about police activities. Because of the diversity of functions within a police department, and legal requirements for documentation of enforcement-related activities, the number of records handled by Information Units may be extremely large. In one city, for example, with a population of 600,000, over 500,000 major reports, most in several copies, were processed by various police records units in 1979.

However, it must be emphasized at the outset of this discussion that Information Unit systems, particularly the manual variety, do not include many types of records used for operational or other purposes within a police force. As in all bureaucracies, every unit or section of the force maintains its own formal or informal data collection. In many cases, the local files have been initiated to circumvent the delays encountered in attempting to retrieve information in hard copy from a large central source that serves many users. However, the existence of these collections leads to incompleteness and inaccuracies in official centralized records and

---

[1] In the process of transfer from unofficial decentralized records to official centralized recording forms, information is often neglected or incorrectly entered.

to large-scale duplication of record-keeping functions.[1] Their existence may therefore prevent researchers from obtaining valid, reliable data about an issue without laborious searches of manual files in several locations.

To address problems of duplication, inaccuracy and incompleteness of records, reduce the huge volume of paper storage required by manual recording techniques, and to render data more amenable to statistical manipulation, several police forces in Canada have computerized at least some record collections.

In conformance with the goals of this project, we attempted to assess the degree of automation in systems containing robbery data among Canadian police forces, and to determine whether the conversion from manual to computerized system provides more efficiently accessed, complete and accurate data for research purposes.

Figure 2.2 summarizes the level of computerization in seven major robbery-related record systems among 22 police forces responding to our initial survey or participating in site visits. From the documentation received, the types of information systems have been grouped into three main system type categories:

. LEVEL 1 systems are highly sophisticated, automated information systems integrating several types of operational and administrative data, much of which is cross-referenced for easy retrieval of both robbery event data and detailed police force response information. Level 1 systems have been designed to serve as operational supports for most police activities.

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[1] For example, a survey by City B's police department prior to automation indicated "that in excess of 50 local files, most of which duplicate each other to a large degree, are maintained by various units."

LEVELS OF COMPUTERIZATION IN SEVEN MAJOR ROBBERY-RELATED INFORMATION SYSTEMS OPERATED BY 22 POLICE DEPARTMENTS

SYSTEM LEVEL	POLICE FORCE	POPULATION SERVED	NO. OF ROBBERIES/ NO. OF OCCURRENCES* (1981)	MASTER INDEX	DISPATCH	OCCURRENCE REPORT FILE	CASE TRACKING	CRIMINAL HISTORIES	STATISTICAL REPORTING	PROPERTY RECOVERY
1	Calgary	550,000	608/53943	AI	M/A	AI	AI	AI	AI	AI
1	Edmonton	550,000	1176/70622	AI	M/A	AI	AI	AI	AI	AI
1	Ottawa City	309,000	720/34909	AI	A	AI	AI	M/A	AI	M
2	Hamilton/ Wentworth	529,000	322/52349	M/A		M	A	M	A	A
2+	Montreal	2.8 Million	8754/179832	A+		A+			A	
2	Nepean		76/2791	A	A	A	M		A	M
2	Regina	157,000	174/21470	A					A	
2	Saskatoon	145,000	154/15453	A				M	A	
2	Toronto	2.8 Million	2041/187763	A		M	M	M/A	A	
2	Vancouver	410,000	1722/61664	M/A	M/A	M	A		A	
3	Charlottetown		8/1753			M			M	
3	Durham	140,000	89/24300	M		M		M	M	
3	Halifax	120,000	275/14616	M		M	M	M	M	
3	Niagara	302,000	208/41221	M		M		M	M	

M - Manual System

A - Automated System

M/A - Partially Automated or "Computer Assisted" System

AI - Automated Integrated System

A+ - In the process of integrated automation. When Montreal's system is completed, it will integrate all important case records from complaint to disposition for both administrative and operational uses.

BLANK - Unknown or not provided by police force.

*All Criminal and non-criminal violations recorded by a police officer.

(cont'd)

LEVELS OF COMPUTERIZATION IN SEVEN MAJOR ROBBERY-RELATED INFORMATION SYSTEMS OPERATED BY 22 POLICE DEPARTMENTS

SYSTEM LEVEL	POLICE FORCE	POPULATION SERVED	NO. OF ROBBERIES/ NO. OF OCCURRENCES* (1981)	MASTER INDEX	DISPATCH	OCCURRENCE REPORT FILE	CASE TRACKING	CRIMINAL HISTORIES	STATISTICAL REPORTING	PROPERTY RECOVERY
3	Sault Ste. Marie		33/8608	M		M			M	M
3	Sudbury	157,000	110/11825	M	M	M	M	M	M	M
3	Thunder Bay	120,000	109/15167	M/A	M	M	M		A	
3	Victoria	220,000	131/11854	M		M	M		A	
3	Windsor	250,000	175/26439	M		M			M	
3	Winnipeg	578,000	923/25393	M		M	M	A	M	

M - Manual System
A - Automated System
M/A - Partially Automated or "Computer Assisted" System
AI - Automated Integrated System
A+ - In the process of integrated automation. When Montreal's system is completed, it will integrate all important case records from complaint to disposition for both administrative and operational uses.
BLANK - Unknown or not provided by police force.
*All Criminal and non-criminal violations recorded by a police officer.

- LEVEL 2 systems are "semi-automated", made up of automated systems which provide indices to the manual systems and fulfill some administrative needs, and manual record collections which continue to retain the majority of routine reports documenting police operations.

- LEVEL 3 systems are totally manual systems or groups of systems made up of separately or centrally located hard-copy files, and cross-referenced by card indices to provide quick access and Information Unit management control.

The figure also notes city size and approximate number of robberies reported in 1981 in order to estimate the labour involved in compiling case-specific and statistical data from each system type.

To assist the reader, "typical" systems of each level and their applicability to robbery research are described below.

- Type 1 "Integrated" System

  Information collection for the automated system begins with the initial police response to an incident and continues at each phase of investigation up to court disposition of the case by the addition of linked new information or correction of data already entered. Data include the identity of persons or businesses involved as victims, complainants, suspects, or accused in the case, vehicle and property associated with the case and case management information used to co-ordinate police activities until the case is closed. The only data not integrated into the system are Intelligence records and some Dispatch information. While all data collected must be backed up by source documents, police operations rely on the automated system as the initial source of information for "point of contact" decision-making and to monitor both criminal activity and police response efficiency. This level of reliance upon one information source requires well-developed quality control, a function usually co-ordinated by the Information Unit.

All system records may not be stored in their complete form on-line, but historical data are maintained for retrospective query in automated format. The stored data are used to generate Uniform Crime Report occurrence statistics required by Statistics Canada, as well as daily, weekly, monthly, yearly and special statistics for a variety of police purposes. Most information related to a robbery incident,[1] from complaint to trial, can be extracted and manipulated without manual intervention, making the system an ideal one for robbery research of any type. However, only three Canadian cities (four with the addition of Montreal in 1983) operate this type of system.

- Type 2 "Semi-Automated" System

To support police operations and administration, both centralized automated and decentralized automated and manual systems are maintained. The core automated system is the Master Index, which contains references to various forms of case detail located in separate manual or automated filing systems. Queries to the Master Index by Victim, Crime, Location, Date, Name Suspect, and/or names of witnesses yield lists of occurrence or other numbers, file names and locations where detailed reports identified by those numbers may be accessed. In some cities using Type 2 systems, abstracts or summaries of all occurrence and follow-up reports have also been automated, primarily to facilitate the generation of Uniform Crime Reports[1] and other statistical reports. Unlike Type 1 systems, the automated summary occurrence report files are generally not designed for day-to-day investigative and case tracking uses. A separate manual or computerized system contains specific information, such as scheduled "report due" dates and trial dates, to track case status, facilitate notification of police witnesses and in some cases, record case disposition. Additional manual or computerized systems in several locations contain photo identification, criminal history, intelligence and property recovery records. Duplicate occurrence and case-follow-up records are sometimes found in crime-specific files maintained by special investigative units, including robbery squads.

---

[1] Manual systems are still maintained documenting robbery investigation and, in some cases, robbery prevention activities.

For these semi-automated systems, complete robbery case histories could be assembled by using the Master Index to locate all pertinent data for robbery cases in automated and manual systems. However, the amount of labour involved in assembling unconnected case information in different formats from dispersed local files, limits the adaptability of Type 2 systems to research tracking offender careers, particularly in cities with large populations. As well, because the files are not integrated, data disparities, record incompleteness and chronological inaccuracies may occur. Where special investigative units exist, their files may be more useful for this purpose. However, our observations indicate that case documentation is not consistent among investigative files, even within the same unit.

Statistical research is also problematic with Type 2 systems. Although general UCR data is easily retrieved from the statistical reporting sub-system, the inflexibility of this and other sub-systems prohibits or limits the generation of useful information pertaining to relationships between one robbery characteristic and another.[1] Unfortunately, Type 2 systems are retained by several of Canada's police forces in large metropolitan areas experiencing high robbery rates.

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[1] However, UCR's can be generated directly from Master Index records in most cases.

- Type 3 "Manual" Systems

The essential information describing robbery incidents and police response activity is recorded solely on manual forms in large paper files. Automated files may exist for special purpose police activities, but in general are not useful as data sources on robbery. The detailed manual systems are made accessible by numerous cross-reference index systems. Typically, card files enable a user to identify source documents describing the occurrence and the results of investigation by offence type, name (of victim, accused, complainant, witness or suspect) and date of occurrence. For some Type 3 systems, a separate file contains summary information dealing with robbery incidents alone, again cross-referencing occurrence reports and the associated card indices.

Particularly in very large cities experiencing high levels of criminal occurrences, including robbery, the cost of manually-conducted longitudinal research may be prohibitive. For cities with small populations, where the volume of robbery occurrences is adequately handled by manual information systems, Type 3 Systems may provide at least as complete and accessible robbery data for longitudinal research as that available from more sophisticated systems. However, because all case detail is manually-documented, manually-filed and manually-retrieved, the likelihood of errors in Type 3 systems is vastly increased. Indeed, our site visits revealed that missing cases, contradictory or incomplete information and duplication are common in Type 3 systems. Information Units normally devote little time to quality control. As well, manual coding and compilation of data often compound these errors in Type 3 - generated statistics. Comparative robbery research using those statistics may therefore not be feasible.

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[1] For example, one may wish to know whether robberies of certain types of victims are solved faster than those of other types of victims.

At least three very large and the overwhelming majority of mid-sized and small city police forces use Type 3 systems. In other words, the systems containing the least accurate and least accessible robbery data are also the most representative of police information systems in the country.

II.2 Police Robbery Information Process

The detailed description in Section 2.1 of functional police units associated with robbery occurrences, the information sources they use and data they generate is intended as an introduction to this section, which summarizes each police unit's respective role in forwarding a robbery case and case information through the criminal justice system. To develop research priorities, we must understand what activities or decisions in case processing produce the most accurate, complete and available robbery data.

The following specific flow charts (Figures 2.3 to 2.7) and accompanying text explain the dynamics of police robbery case decision-making in five cities. _The charts identify the major sequential activities performed by police when a robbery occurs, and the important types of case-specific and statistical data used as resources and generated in the course of each activity. The charts also highlight the differences among the five site cities in terms of data proliferation and data gaps at each decision point.

The major activities, data elements and flows common to the five cities are summarized in Figure 2.8.

(a) Directions for Reading the Flow Charts

- Read from left to right and from top to bottom.
- The upper row lists the data sources considered most important (by interviewees) to the decision or activity seen in the second row.
- The second row or centre of the figure notes the major police decisions or activities associated with a robbery and the unit performing that activity, in sequential order from left to right. The activities and units described vary somewhat by city, depending on the division of labour within the force and the perceived need to follow-up cases beyond arrest and trial.
- The third row lists case-specific data generated to document the activity above it in the second row and to confirm case and and suspect status after the activity is completed. The system or unit responsible for maintaining those data is also noted in most cases.
- The bottom row details the types of statistical robbery-related data available as a result of the police decision or activity above it in the second row and the compilation of case-specific information in the third row. Again, the unit or system producing these data is noted.
- The charts may be compared to highlight similarities and differences in data produced and sophistication of data-generating systems among the five police forces; and examined individually to determine what data each force considers important and the institutional units responsible for each type of data.

(b) Interpretation of Flow Charts

The charts (Figures 2.3 to 2.7) document in detail the flow of data generated by a robbery complaint in five cities, from the police unit responding and documenting both its response and the case status, to

FIGURE 2.1

CITY A POLICE - ROBBERY INFORMATION FLOW

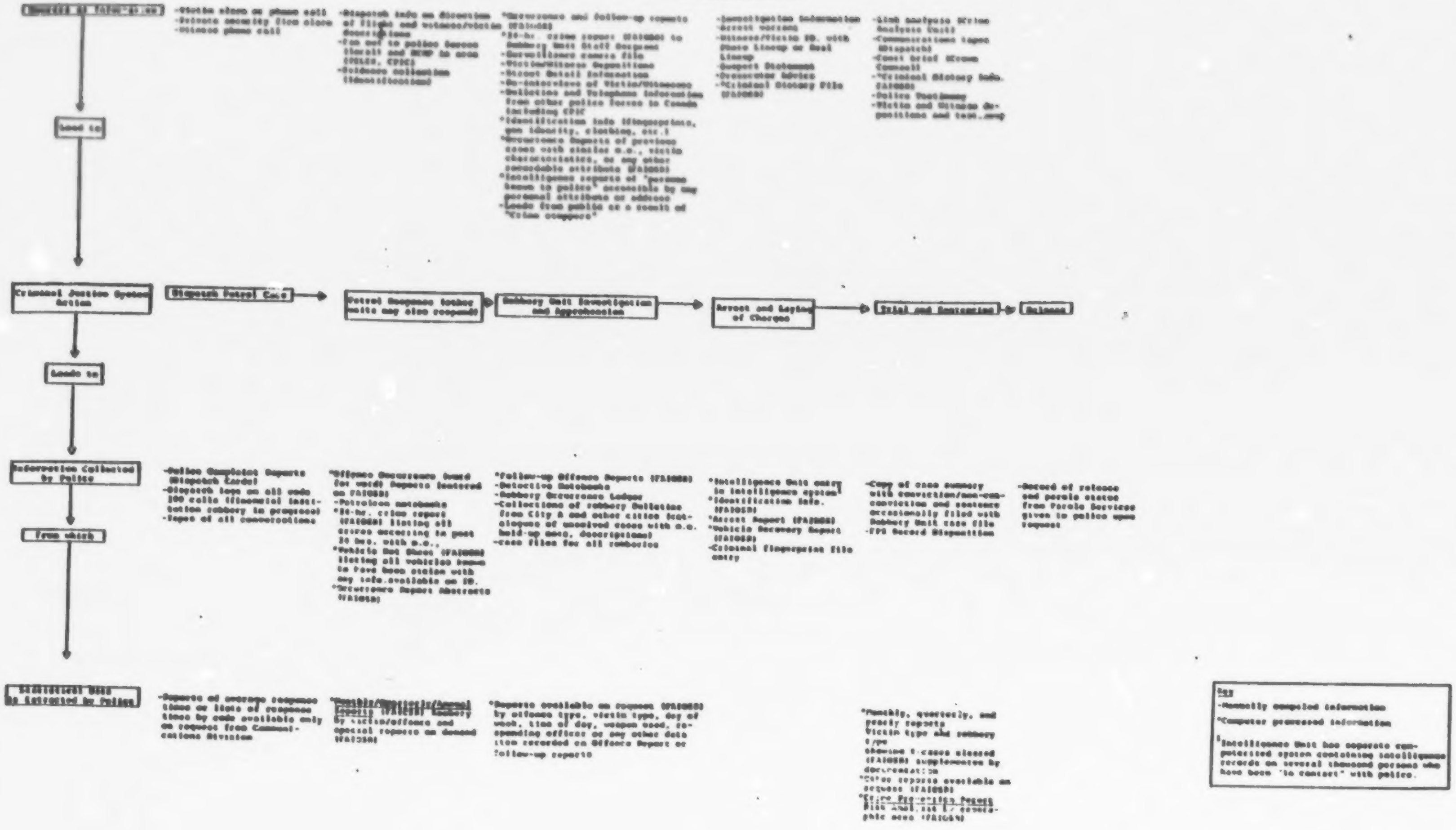

Lead to
Criminal Justice System Action
Dispatch Patrol Cars
Patrol Response (other units may also respond)
Robbery Unit Investigation and Apprehension
Arrest and Laying of Charges
Trial and Sentencing
Release
Leads to
Information Collected by Police
From which
Statistical Data is Extracted by Police
Key
-Manually compiled information
*Computer processed information
¹Intelligence Unit has separate computerized system containing intelligence records on several thousand persons who have been "in contact" with police.

FIGURE 3.2

CITY B POLICE - ROBBERY INFORMATION FLOW

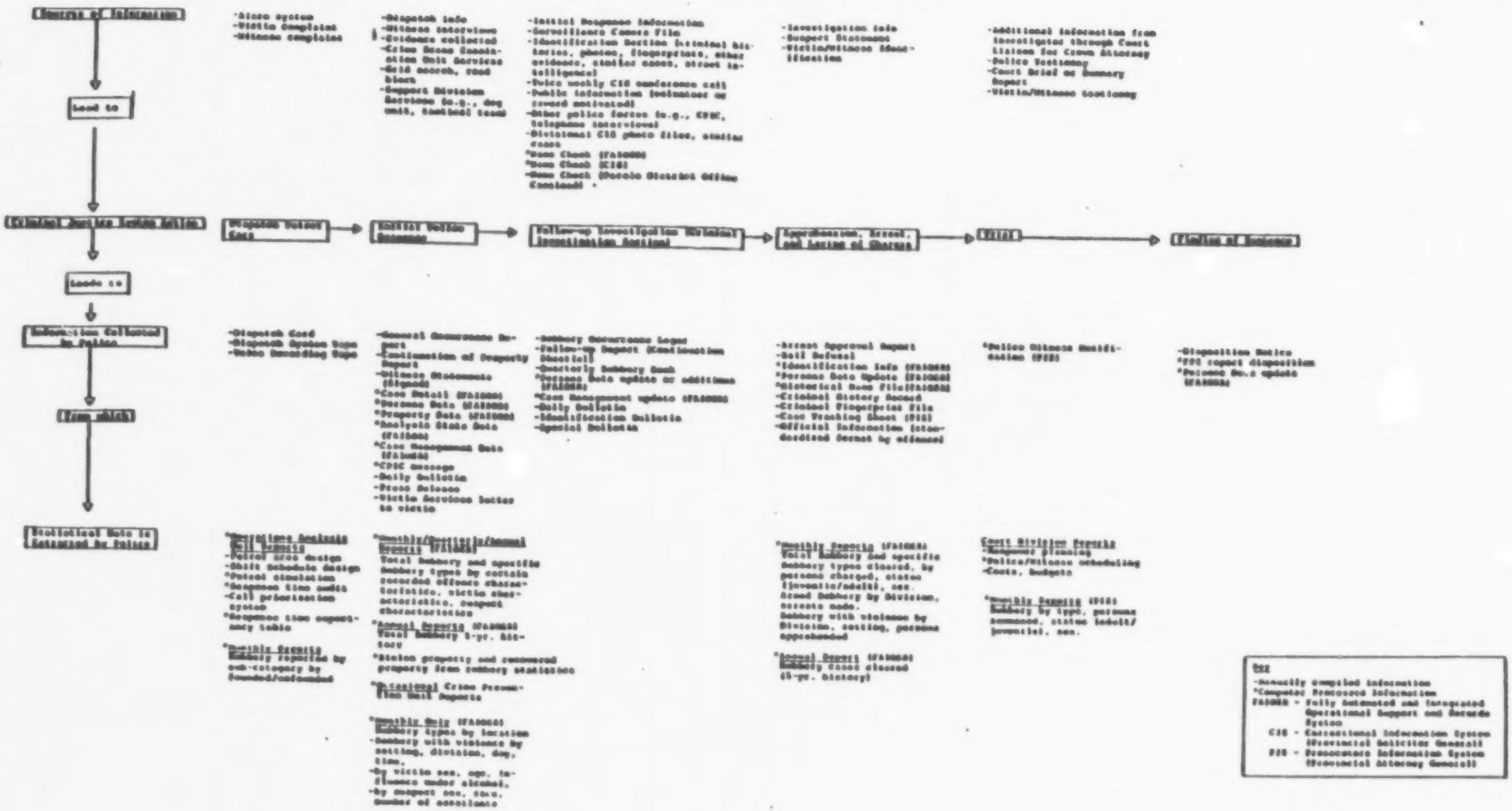

Sources of Information
Lead to
Criminal Justice System Action
Leads to
Information Collected by Police
from which
Statistical Data is Extracted by Police
-Alarm system
-Victim Complaint
-Witness complaint
-Dispatch info
-Witness interviews
-Evidence collected
-Crime Scene Examination Unit Services
-Grid search, road block
-Support Division Services (e.g., dog unit, tactical team)
-Initial Response Information
-Surveillance Camera Film
-Identification Section (criminal histories, photos, fingerprints, other evidence, similar cases, street intelligence)
-Twice weekly CIS conference call
-Public information (volunteer or reward motivated)
-Other police forces (e.g., CPIC, telephone interviews)
-Divisional CIS photo files, similar cases
*Name Check (FAISORS)
*Name Check (CIS)
-Name Check (Parole District Office Contact)
-Investigation info
-Suspect Statement
-Victim/Witness Identification
-Additional information from investigator through Court Liaison for Crown Attorney
-Police Testimony
-Court Brief or Summary Report
-Victim/Witness testimony
Dispatch Police Cars
Initial Police Response
Follow-up Investigation (Criminal Investigation Section)
Apprehension, Arrest, and Laying of Charges
Trial
Finding of Sentence
-Dispatch Card
-Dispatch System Tape
-Radio Recording Tape
-General Occurrence Report
-Confirmation of Property Report
-Witness Statements (Signed)
*Case Detail (FAISORS)
*Persons Data (FAISORS)
*Property Data (FAISORS)
*Analysis Stats Data (FAISORS)
*Case Management Data (FAISORS)
*CPIC message
-Daily Bulletin
-Press Release
-Victim Services letter to victim
-Robbery Occurrence Logs
-Follow-up Report (Continuation Sheet(s))
-Quarterly Robbery Book
*Persons Data update or additions (FAISORS)
*Case Management update (FAISORS)
-Daily Bulletin
-Identification Bulletin
-Special Bulletin
-Arrest Approval Report
-Bail Refusal
*Identification Info (FAISORS)
*Persons Data Update (FAISORS)
*Historical Name File (FAISORS)
-Criminal History Record
-Criminal Fingerprint File
-Case Tracking Sheet (PIS)
-Official Information (standardized format by offence)
*Police Witness Notification (PIS)
-Disposition Notice
*PIS report disposition
*Persons Data update (FAISORS)
*Operations Analysis Cell Reports
-Patrol area design
-Shift Schedule design
*Patrol simulation
*Response time audit
-Call prioritization system
*Response time frequency table
*Monthly Reports
Robbery reported by sub-category by founded/unfounded
*Monthly/Quarterly/Annual Reports (FAISORS)
Total Robbery and specific Robbery types by certain recorded offence characteristics, victim characteristics, suspect characteristics
*Annual Reports (FAISORS)
Total Robbery 5-yr. history
*Stolen property and recovered property from robbery statistics
*Divisional Crime Prevention Unit Reports
*Monthly Only (FAISORS)
Robbery types by location
-Robbery with violence by setting, division, day, time.
-By victim sex, age, influence under alcohol.
-By suspect sex, race, number of assailants
*Monthly Reports (FAISORS)
Total Robbery and specific Robbery types cleared, by persons charged, status (juvenile/adult), sex.
Armed Robbery by Division, arrests made.
Robbery with violence by Division, setting, persons apprehended
*Annual Report (FAISORS)
Robbery cases cleared (5-yr. history)
Court Division Reports
-Manpower planning
*Police/Witness scheduling
-Costs, Budgets
*Monthly Reports (PIS)
Robbery by type, persons summoned, status (adult/juvenile), sex.
Key
-Manually compiled information
*Computer Processed Information
FAISORS - Fully Automated and Integrated Operational Support and Records System
CIS - Correctional Information System (Provincial Solicitor General)
PIS - Prosecutors Information System (Provincial Attorney General)

FIGURE 2.3

CITY C POLICE - ROBBERY INFORMATION FLOW

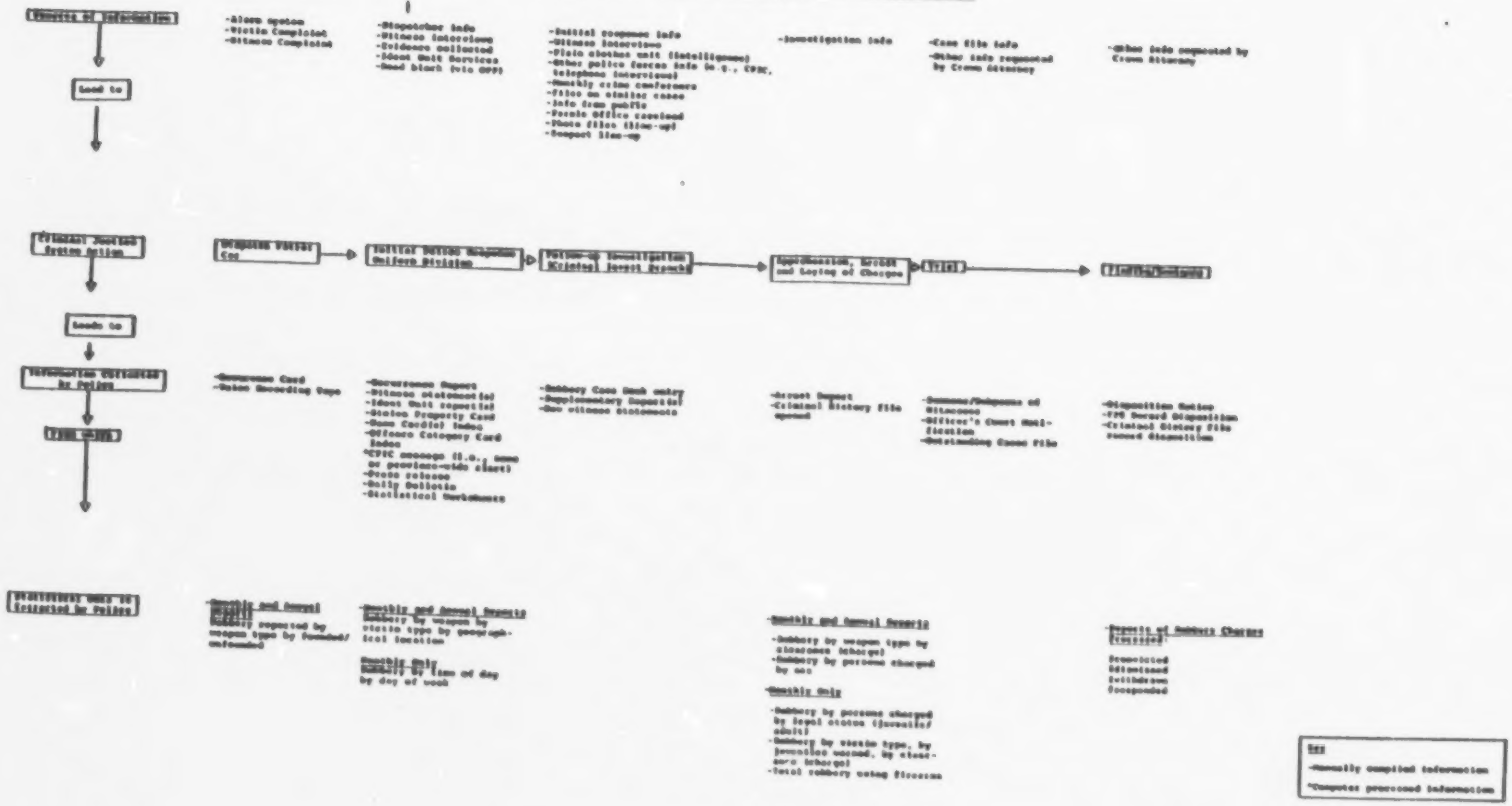

Sources of Information
Lead to
Criminal Justice System Action
Leads to
Information Collected by Police
Statistical Data to be Extracted by Police
-Alarm system
-Victim Complaint
-Witness Complaint
-Dispatcher info
-Witness interviews
-Evidence collected
-Ident Unit Services
-Road block (via OPP)
-Initial response info
-Witness interviews
-Plain clothes unit (intelligence)
-Other police forces info (e.g., CPIC, telephone interviews)
-Monthly crime conference
-Files on similar cases
-Info from public
-Parole Office caseload
-Photo files (line-up)
-Suspect line-up
-Investigation info
-Case file info
-Other info requested by Crown Attorney
-Other info requested by Crown Attorney
Dispatch Patrol Car
Initial Patrol Response Uniform Division
Follow-up Investigation Criminal Invest Branch
Apprehension, Arrest and Laying of Charges
Trial
Finding/Sentence
-Occurrence Card
-Voice Recording Tape
-Occurrence Report
-Witness statement(s)
-Ident Unit report(s)
-Stolen Property Card
-Name Card(s) Index
-Offence Category Card Index
*CPIC message (i.e., zone or province-wide alert)
-Press release
-Daily Bulletin
-Statistical Worksheets
-Robbery Case Book entry
-Supplementary Report(s)
-New witness statements
-Arrest Report
-Criminal History file opened
-Summons/Subpoena of Witnesses
-Officer's Court Notification
-Outstanding Cases File
-Disposition Notice
-FPS Record Disposition
-Criminal History file record disposition
-Monthly and Annual Reports
Robbery reported by weapon type by founded/unfounded
-Monthly and Annual Reports
Robbery by weapon by victim type by geographical location
Monthly Only
Robbery by time of day by day of week
-Monthly and Annual Reports
-Robbery by weapon type by clearance (charge)
-Robbery by persons charged by sex
-Monthly Only
-Robbery by persons charged by legal status (juvenile/adult)
-Robbery by victim type, by juveniles, by clearance (charge)
-Total robbery using firearms
-Results of Robbery Charges Processed
Convicted
Dismissed
Withdrawn
Suspended
Key
-Manually compiled information
*Computer processed information

FIGURE 2.4

CITY D POLICE - ROBBERY INFORMATION FLOW

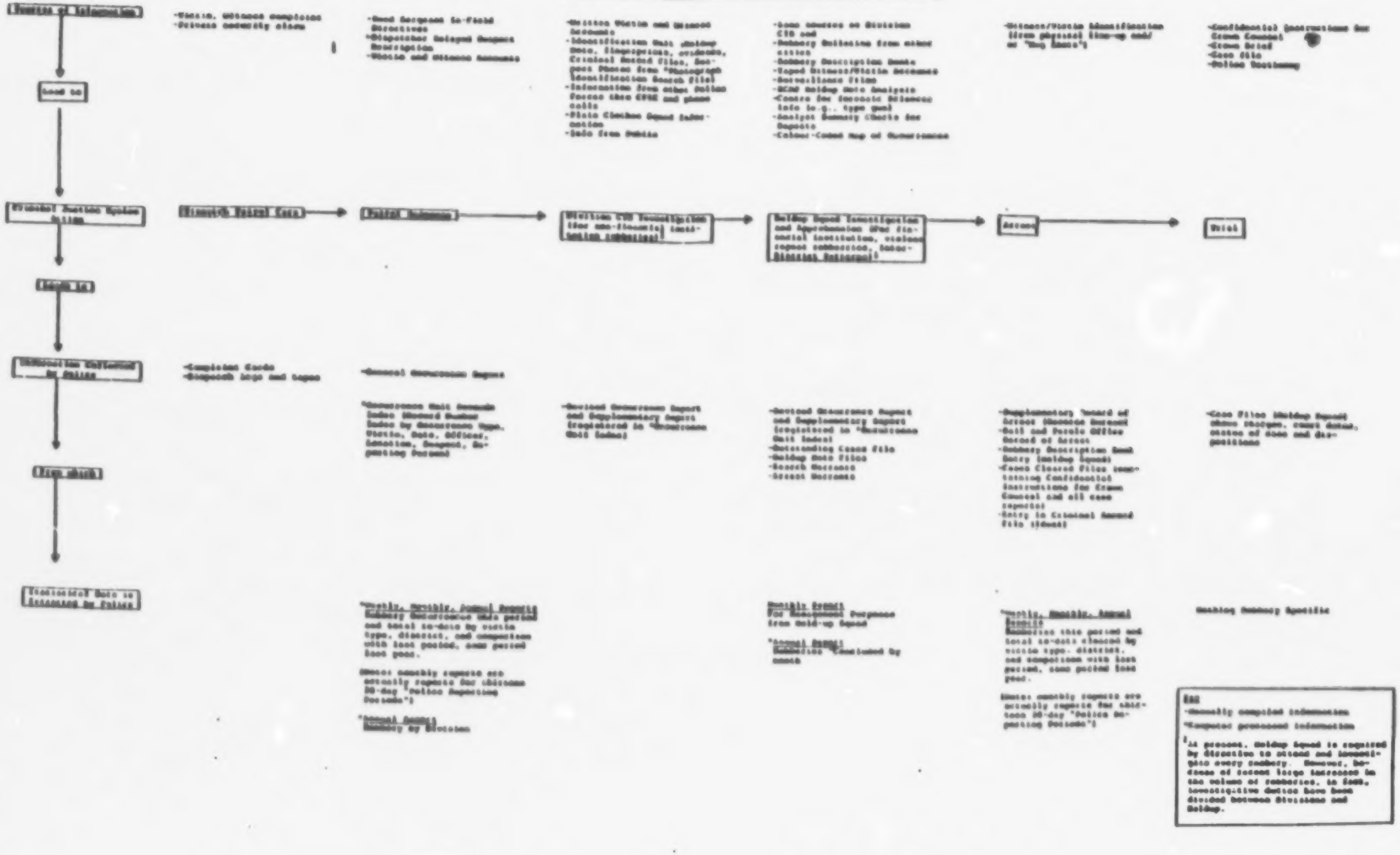
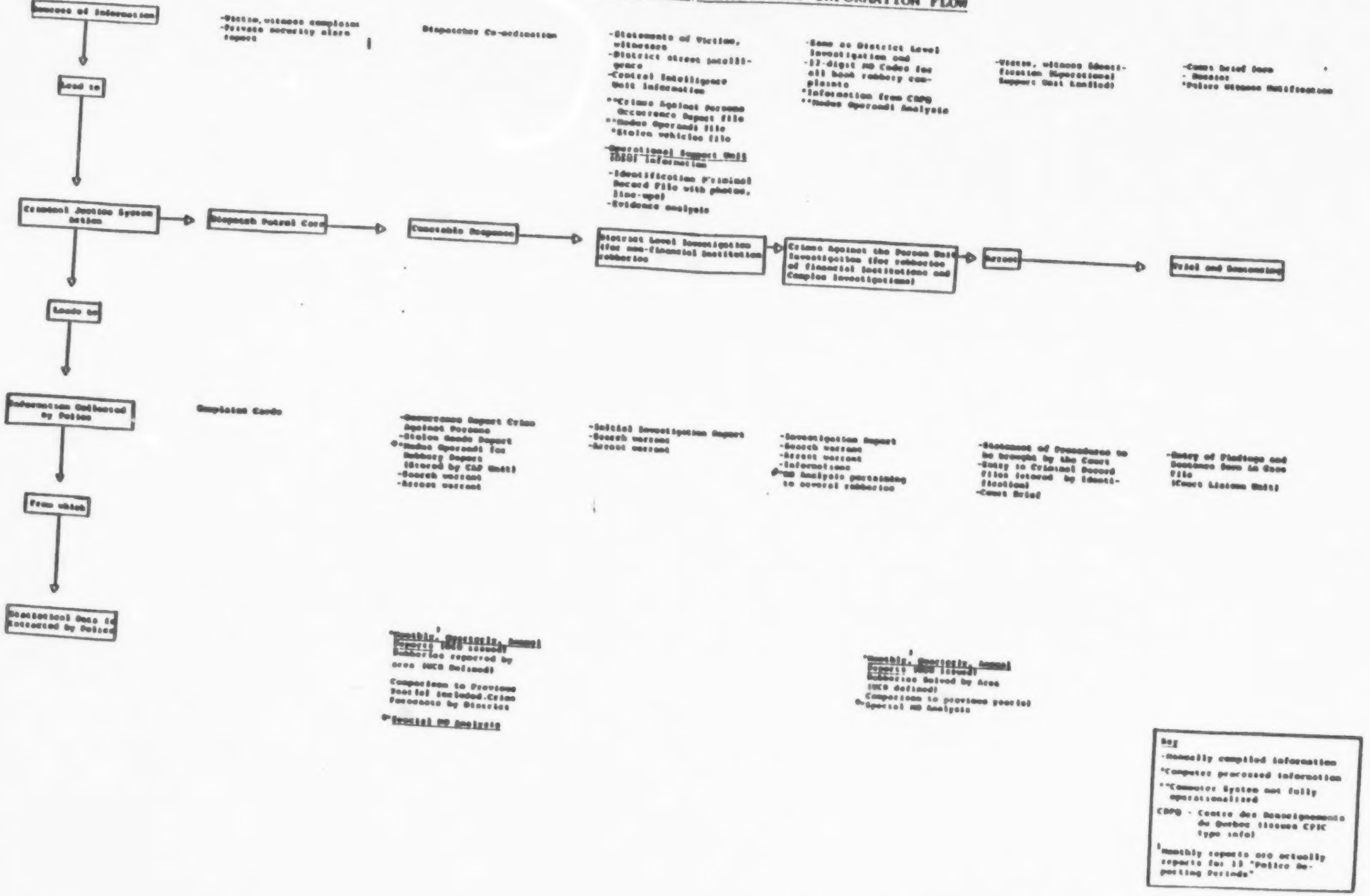

Arrest
Trial

FIGURE 2.5

CITY E POLICE - ROBBERY INFORMATION FLOW


Sources of Information
Lead to
Criminal Justice System Action
Leads to
Information Collected by Police
From which
Statistical Data is Extracted by Police
-Victim, witness complaint
-Private security alarm report
Dispatcher Co-ordination
-Statements of Victims, witnesses
-District street intelligence
-Central Intelligence Unit information
**Crimes Against Persons Occurrence Report file
**Modus Operandi file
*Stolen vehicles file
-Operational Support Unit (OSU) information
-Identification Criminal Record File with photos, line-ups
-Evidence analysis
-Same as District Level Investigation and
-12-digit MO Codes for all bank robbery complaints
*Information from CRPQ
**Modus Operandi Analysis
-Victim, witness identification (Operational Support Unit handled)
-Court brief form
- Dossier
*Police witness notification
Dispatch Patrol Car
Constable Response
District Level Investigation (for non-financial institution robberies)
Crimes Against the Person Unit Investigation (for robberies of financial institutions and complex investigations)
Arrest
Trial and Sentencing
Complaint Cards
-Occurrence Report Crime Against Persons
-Stolen Goods Report
@-Modus Operandi for Robbery Report (Stored by CAP Unit)
-Search warrant
-Arrest warrant
-Initial Investigation Report
-Search warrant
-Arrest warrant
-Investigation Report
-Search warrant
-Arrest warrant
-Informations
@-MO Analysis pertaining to several robberies
-Statement of Procedures to be brought by the Court
-Entry in Criminal Record files (stored by Identification)
-Court Brief
-Entry of Findings and Sentence Sent in Case File
(Court Liaison Unit)
*Monthly[1], Quarterly, Annual Reports (UCR issued)
Robberies reported by area (UCR Defined)
Comparison to Previous Period included. Crime Forecasts by District
@*Special MO Analysis
*Monthly[1], Quarterly, Annual Reports (UCR issued)
Robberies Solved by Area (UCR defined)
Comparison to previous period
@-Special MO Analysis
Key
-Manually compiled information
*Computer processed information
**Computer System not fully operationalized
CRPQ - Centre des Renseignements du Quebec (issues CPIC type info)
[1]Monthly reports are actually reports for 13 "Police Reporting Periods"
]

[illegible] and possibly a statistical report. Some case re[illegible] activity serve as information sources for the fol[illegible] activity or decision in pursuing the case. The major sequential police activities or decisions, the units responsible for and data generated by these activities or decisions, and the possible directions of data flow are summarized in Figure 2.8.

Five main police activities (as illustrated in Figure 2.8) occur as a result of a robbery: dispatch of control cars; patrol response; investigation; arrest; and trial and sentencing. Drawing from information in all flow charts, the following sections discuss relevant characteristics of data generated by or through each of the five activities, and the problems associated with their retrieval and compilation.

1) Dispatch of Patrol Cars (Communications Unit)

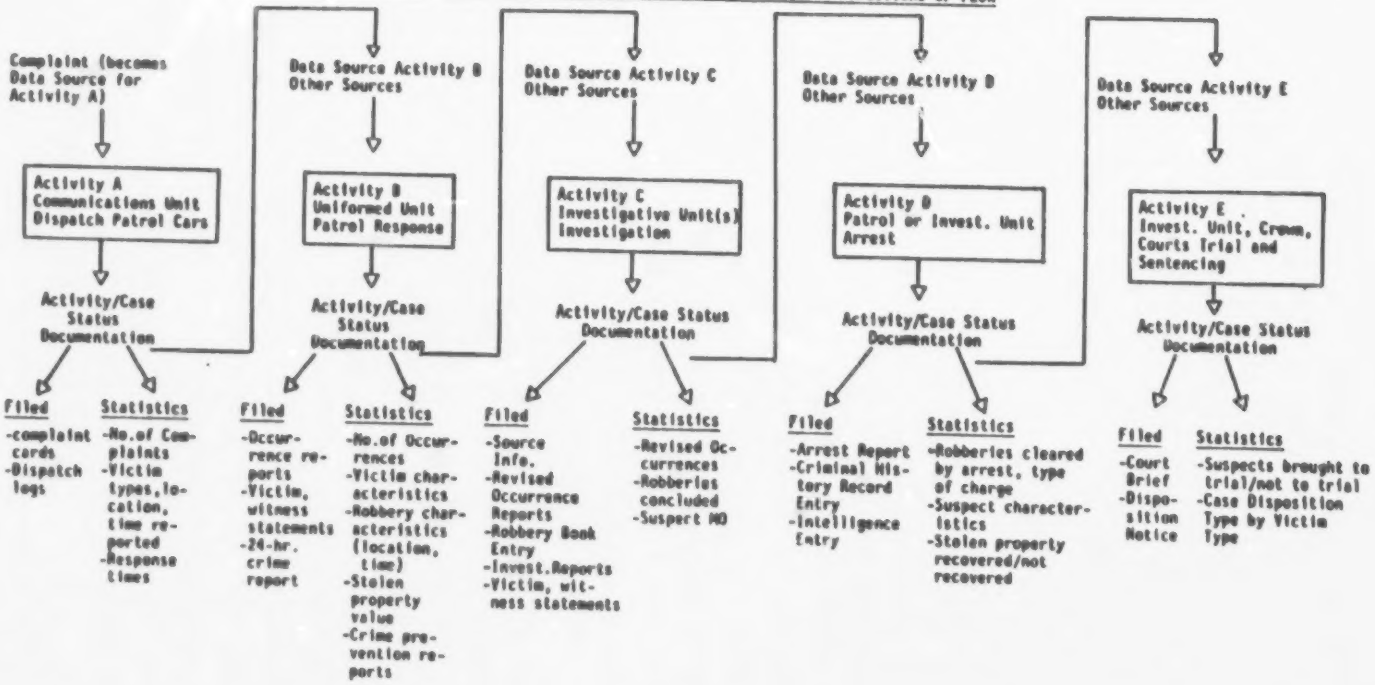
The dispatch of patrol cars to a robbery is considered an important enough event to warrant full documentation. In all five cities, records are kept on the number of robbery complaints, the identity of the complainants and victims, their locations, times reported and patrol response times. From these records, statistics can be compiled on:

- the number of robbery complaints (broken down by type of robbery)
- victim types (where the victim is known)
- locations of victims
- times of day and days of week complaints occur
- response times of patrol units.

All of these statistics are potentially valuable to research on robbery. More specifically, because interviewees have suggested

FIGURE 2.8

POLICE INFORMATION GENERATED BY ROBBERY ACTIVITIES: POSSIBLE DIRECTIONS OF FLOW


Complaint (becomes Data Source for Activity A)
Activity A
Communications Unit
Dispatch Patrol Cars
Activity/Case Status Documentation
Filed
-complaint cards
-Dispatch logs
Statistics
-No.of Complaints
-Victim types, location, time reported
-Response times
Data Source Activity B
Other Sources
Activity B
Uniformed Unit
Patrol Response
Activity/Case Status Documentation
Filed
-Occurrence reports
-Victim, witness statements
-24-hr. crime report
Statistics
-No.of Occurrences
-Victim characteristics
-Robbery characteristics (location, time)
-Stolen property value
-Crime prevention reports
Data Source Activity C
Other Sources
Activity C
Investigative Unit(s)
Investigation
Activity/Case Status Documentation
Filed
-Source Info.
-Revised Occurrence Reports
-Robbery Book Entry
-Invest.Reports
-Victim, witness statements
Statistics
-Revised Occurrences
-Robberies concluded
-Suspect MO
Data Source Activity D
Other Sources
Activity D
Patrol or Invest. Unit
Arrest
Activity/Case Status Documentation
Filed
-Arrest Report
-Criminal History Record Entry
-Intelligence Entry
Statistics
-Robberies cleared by arrest, type of charge
-Suspect characteristics
-Stolen property recovered/not recovered
Data Source Activity E
Other Sources
Activity E
Invest. Unit, Crown, Courts Trial and Sentencing
Activity/Case Status Documentation
Filed
-Court Brief
-Disposition Notice
Statistics
-Suspects brought to trial/not to trial
-Case Disposition Type by Victim Type

that robbery responses may differ by victim, statistics noting complaints by type of victim by response time may be useful. For inter-city comparisons and trend analyses, the more desirable statistics would note changes in number of robbery complaints by victim type over time, and changes in response times to robberies with the inauguration of, for example, new dispatch equipment.

The problems associated with Dispatch data include:

- Breakdowns by type of robbery are inconsistent among police forces. Some use Criminal Code headings,[1] while others use type of weapon as defined in Statistics Canada reporting forms.[2] This is not a problem in City A or City B, where the information system is flexible enough to handle either type of breakdown request.
- Response time may be inaccurately or inconsistently recorded. The Communications Unit usually records the time that the patrol unit officer calls in as "arriving at the scene." Sometimes the officer neglects to make this call. Also, that record is not necessarily the one used in compiling and analyzing police responses. Patrol officers are required to record their time of arrival on Occurrence Reports, which are frequently the source of response time statistics. The response times on the two reports may not match, particularly if the patrol officer notes on the Occurrence Report an earlier time than he actually arrived.
- Victim data may not be easily identified, even in the most sophisticated of information systems. Police forces in the process of automation have discovered that business victims are frequently identified by several business and/or owner names. Particularly

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[1] (a) Extortion with violence or threat of violence; (b) Stealing with violence; (c) Assault with intent to steal; (d) Stealing while armed.

[2] Robbery Total/With Firearms/With Other offensive weapons/Other Robbery.

in alphabetically keyed systems, retrieval of accurate victim-based information is inhibited by these multiple identifiers. However, some police forces (City A, for example) are moving toward in-system edits which convert any possible spelling or form of the victim name into one consistent entry. For manual systems, researchers searching for cases by victim names would require the assistance of an experienced police record keeper who is aware of multiple local business identities.[1]

2) Patrol Response

Again, because of its public visibility and potential for personal injury, robbery is considered a high priority call for uniformed units. As noted in the flow charts, their arrival on the scene signals the commencement of an exhaustive information collection process, specifically the detailed questioning of victims and witnesses. Occurrence reports, the most important data output of the patrol response, are almost always completed in detail and filed with appropriate records units.

From a research viewpoint, the Occurrence Report is an extremely useful data source for longitudinal, statistical, comparative and subjective field studies. Data on the report would be particularly appropriate for an analysis of victimization of certain types of businesses over time and robbery prevention outcomes. Readily available police statistics listing numbers of occurrences of specific types over five to ten year periods are ideal sources for inter-city, inter-regional and multi-year trend comparisons. Perhaps the most valuable research application of Occurrence Reports would be to a more subjective field study of police responses to robberies, with the goal of exchanging information on response problems and innovations among Canadian police forces.

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[1] That person would know, for example that Tom and Bea's Corner Store is also known as the West Side Seven-Eleven, which is owned by the Southland Corporation.

However, Occurrence Reports also present difficult problems:

- Duplication of Report filing by different patrol units and by investigative units is common. Particularly when no dispatching directives exist, several units may arrive on the scene, yielding several, often conflicting reports. In turn, investigators frequently prefer to re-interview victims and witnesses themselves, producing yet another report on the same occurrence.

- The quality of information varies with experience and training of the officer completing the Occurrence Report. Because of several factors (See Section 2.1), more experienced officers generally collect more accurate and complete information from victims and witnesses. The information gathered by investigators may in some cases totally contradict that reported by patrol officers. The question arising from this problem revolves around which Occurrence Report is most appropriate for research purposes.

- As mentioned in Section 2.1, the amount of information regarding prevention listed on the Occurrence Report depends on the force's policies in this area. The majority of forces do not regard prevention as a high priority task of patrol officers and therefore require little, if any, documentation of prevention activities on the Occurrence Report.

- The data items extracted from Occurrence Reports for statistical purposes vary significantly by city. For example, City C regularly produces statistics based on a detailed description of weapon used, while others, such as City E, emphasize location of victim. These differences may inhibit comparative research.

3) Investigation

The transition from patrol response to investigation differs significantly by city, as noted in both the flow charts and Section 2.1.

Depending on the type of victim, complication of the case and district/central headquarters division of responsibilities, one, two or even three investigative units may handle the investigation of the same robbery. In cases where the suspect is close at hand, the responding patrol unit itself may solve the robbery, but its investigative records become part of a dossier held by an investigative unit on the same suspect or group of suspects.

The amount of source information collected during the course of a robbery investigation can be monumental. Daily crime reports, previously completed Occurrence Reports, Victim and Witness accounts, evidence identification, Criminal Record files of possible suspects, surveillance camera film, information in several formats from other districts and other police forces, hold-up note analysis, street intelligence, and citizen-contributed leads all may become part of case-specific robbery files.

The investigation usually results in a revised Occurrence Report and/or Supplementary Report, an entry in a Robbery Casebook or Ledger, and some form of case management data to document the progress of several investigations. Bulletins containing data about several unsolved cases are also produced in at least 3 cities. Statistical outputs can include comparisons of suspect characteristics and modus operandi, numbers of cases solved, completed or cleared in particular time periods and revised occurrence statistics.

Three types of information produced during robbery investigations have useful research applications:

. The documentation of the cases themselves, found in source documents, case files, management data collections and robbery Bulletins, would provide valuable material for a study of comparative investigative methods among various police forces in Canada, for the purpose of improving these methods where needed. Such a study could also assess and promote inter-force robbery information-sharing mechanisms.

- Suspect characteristics and modus operandi, where available in statistical form (City E as regular reports, Cities A and B by request) and supplemented by readily accessible criminal history files, would be good data sources for assembling profiles of typical offenders robbing different types of victims (banks, convenience stores, pharmacies, jewellers etc.). Alternative prevention strategies could be designed with an awareness of these profiles.

- Statistics on cases solved, completed or cleared with in particular time periods would be useful data for research on the effectiveness of investigations in different police forces or in the same police force over time. These statistics combined with the above case documentation, would give a more complete picture of comparative police investigative experience.

There are fewer problems with detailed, case-specific investigative data than with complaint or occurrence data, except for occasional file incompleteness due to misplaced documentation. However, the time involved in reviewing numerous files might make comparative research of this type prohibitively expensive. Statistical data, in contrast, are less expensive to extract but contain more inaccuracies and inconsistencies, including:

- Suspect characteristics and modus operandi data are not consistently recorded for every robbery. In City D, for example, only multiple robberies with apparent suspect patterns are submitted for analysis.

- Where several victims have been robbed by a suspect or group of suspects, some victims may not be recorded, rendering a separation of suspect data by victim type meaningless.

- The criteria used for cases solved, completed or cleared vary by city. Even where definitions are consistent, data may be overlapping and confusing. For example, if a bank robbery in City A is attributed to a suspect who has also robbed banks in City D, City A will count the case as solved or cleared, even if all information leading to case closure was collected and pursued by the police force in City D, and no arrest occurred in City A. Comparisons of investigative effectiveness using this data would be inaccurate, unless criteria for case clearance were carefully set.

4) Arrest

Usually a Uniformed Patrol or Investigative Officer arrests the suspect(s) in a robbery. The arrest may be preceded by the positive identification of the suspect by victims and witnesses. A Tactical Unit officer may make the arrest if undercover surveillance is required to successfully apprehend a suspect. Alternatively, an investigative unit in another city occasionally arrests the suspect(s), particularly in bank robbery cases.

The record of arrest is added to central case files in Records Units or computerized Information Systems. As well, investigative units may use the arrest record to improve the accuracy of suspect description records and to complete their case files. An arrest also results in an entry of photograph, fingerprints and description in the Criminal History file, normally kept by the Identification Unit, and an entry in the Intelligence Unit's record system. Statistical outputs of arrest records may include data on number of arrests and charges of various types of robbery, improved suspect characteristic typologies and Recovery of Stolen property (including cash) figures.

In terms of consistency, arrest is a significant and distinct event normally accurately and completely documented. Longitudinal studies of robbery offenders and their treatment by the criminal justice system could begin at this point. Data on arrestee characteristics could be empirically compared by type of robbery victim, weapon used and region of the country to form useful profiles of apprehended robbery offenders. These data, contrasted with suspect characteristics to reveal what types of offenders escape police apprehension, could be instrumental in improving police investigative techniques and priorities.

5) Trial and Sentencing

The police play a large role in the preparation and documentation of a robbery case for trial, and a lesser but in some cases important role in the choice of sentence requested by the Crown. The personnel of the investigative unit apprehending a suspect usually prepare a Court Brief for use by the Crown Counsel, check the accuracy of witness and victim depositions, assist the court in ensuring the attendance of witnesses and victims, act as witnesses themselves, obtain, prepare and identify evidence, assemble the suspect's criminal history, and in general assist the Crown Counsel throughout the trial.

The Court Brief itself is one of the most complete documentations of investigative work on a robbery case. Prosecuting attorneys interviewed for the project consider the Brief a reflection of the quality of the robbery investigative unit and an important predictor of trial outcome. A comparison of court briefs and trial outcomes among different cities might therefore serve as an educational and training tool for the improvement of robbery investigative methods.

For longitudinal research on robbery offenders and their treatment by the Crown and the courts, records of case disposition could be searched and linked with arrest records. These records could be used to associate suspect characteristics or crime characteristics to particular trial outcomes, to determine the extent of plea bargaining, and to begin a study of sentence effectiveness for robbery offenders.

However, police case records of trial outcomes may not be reliable sources for robbery research. In some cities (See Flow Charts), case disposition is recorded on a form by a police records or investigative unit, but is inconsistently filed or entered in case files. If information is missing from files, complete disposition data may be retrieved only after a review of court dockets or laborious manual search of Informations.[1] Part of the reason for this data gap is the difficulty in associating records identified by a police occurrence number with those identified by a court docket or other justice system-defined number. Of the cities replying to our questionnaire or participating in site visits, only City E uses a single consistent identifying number to link cases from complaint to arrest to case disposition. However, "persons data update" for case disposition in City B's automated police information system does encourage a somewhat lower error rate for case linkage in that city.

II.3 Issues and Problems

The review of police information flows and processes has identified several research questions and problems with data accuracy, completeness and consistency likely to be encountered in addressing those questions. However, in the course of this project more global problems with police robbery information collections were brought to our attention. Some of these are briefly mentioned in Section 2.1's discussion of functional police units associated with robberies, but deserve special attention at this point.

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[1] Except in Montreal, Vancouver and (soon to be fully operational) in two Alberta cities, where court records are computerized and easily retrieved. These systems are discussed in Chapter 2.

(a) Police Training and Educational Needs

Police in every city visited, specifically in investigative units, would like to see patrol officers more adequately trained to carry out their responsibilities at a robbery scene. In at least two cities, interviewees also considered investigator training and on-the-job education inadequate. Particularly as robbery rates increase and new information systems are introduced, investigators cannot be overlooked as a group in need of training in efficient methods for information-gathering and analysis.

(b) Impact of Technological Innovations

Computerized Information systems, Automated Dispatch and other technological aids to robbery response and investigation are as varied as the number of police forces examined in the course of this project. Yet few, technological innovations introduced by one police force have been adopted by another, and little assessment has been made of the influence of a particular innovation on the case clearance rate or other measure of response or investigative performance.

In our opinion, a forum to accomplish these purposes is overdue. The federal government could host robbery seminars to introduce investigative officers and information unit co-ordinators in several cities to the new technologies available and in use. As well, the Ministry could distribute information regarding the impact of particular technological devices on robbery response and investigative results.

(c) Inter-City Information Sharing

One of the largest problems experienced by every robbery investigative unit visited is an inadequate vehicle for inter-city information exchange about financial institution and jewellery store robberies. Because offenders committing these types of robberies frequently travel between major cities, efficient transfer of information about their characteristics and modus operandi is essential to their apprehension and the prevention of future offences. Yet even the largest of Canadian police forces have insufficient resources for long distance telephone calls, compilation and publication of unsolved case Bulletins or valuable in-person Robbery Conferences.

Again, the Ministry could take a large role in the solution of this problem. On an experimental basis, the Ministry could fund the installation of leased telephone lines among large-city robbery investigative units, encourage and fund the type of Bulletin initiated now on a limited basis in one region, and fund cross-regional and cross-country robbery conferences on a regular basis. As well as focussing on specific robbery cases, the conferences could also serve as a forum for the exchange of information on new investigative techniques and technological aids.

(d) Organizational Supports for Prevention

As noted in Section 2.1, robbery prevention is insufficiently emphasized and, particularly in smaller cities, is not considered a proper (or possible) function of uniformed police officers. Prevention Unit personnel are often alienated from the rest of a police force and do not receive sufficient operational information for targeting and improving programs. As well, the Unit itself generally receives no support for formal program evaluation.

We see no easy solution to these problems. However, the Ministry could investigate police-inititated programs among forces that have developed organizational supports for prevention activities, and examine their implications for effective robbery prevention.

CHAPTER III - PROVINCIAL AND FEDERAL GOVERNMENT: ROBBERY DATA SOURCES AND DATA COLLECTIONS

Although a vast amount of robbery-related information is collected, maintained and generated by police forces, it represents only part of the robbery-related data available through public and private sources in Canada. Chapter 3 discusses four types of robbery information held or produced by provincial and federal governments:

- Centralized police data maintained by; two provinces, the Canadian centre for Justice Statistics, the Royal Canadian Mounted Police, and the Department of National Health and Welfare;
- Court case information collected at the provincial level, specifically under the automated information programs developing in Alberta and already operational in Quebec, and by the Canadian Centre for Justice Statistics;
- Corrections data maintained at the provincial level and by the Correctional Service of Canada; and
- Special studies of robbery-related data produced primarily by Quebec, British Columbia and the federal government.

The quantity, quality, reliability and availability of robbery data in each type of collection are examined, as well as the applicability of the data to research on robbery. Those collections, systems and studies considered innovative or particularly adaptable to research needs are highlighted.

III.1 Police Information

(a) Provincial

Police information on complaints, occurrences and clearances is generally not amalgamated at the provincial level. However, two provinces collect minimal enforcement data for specific purposes.

1) Quebec

The Ministry of Justice, Quebec collects complaint, occurrence and clearance data on specific crimes (including robbery) from all local police forces, for the sole purpose of compiling statistics for the Canadian Centre for Justice Statistics. The data collected follow criteria for Uniform Crime Reports (UCR's) and therefore are subject to all the flaws inherent in those reports (discussed in Section 3.1.b). Because of their shortcomings, the data have limited utility for robbery research. If errors in locally compiled data occur consistently over time, the statistics may be useful for gross identification of robbery trends. Otherwise, they are not recommended as sources for future robbery studies.

2) Alberta

The Alberta Solicitor General collects copies of Uniform Crime Reports containing robbery complaint, occurrence and clearance from all police agencies in the province for input to the Police Information System (POLIS). The objective of the system is to assess the level of police services provided to areas not serviced by municipal forces. Using data from the system, the Alberta Solicitor General prepares contracts for services with the Royal Canadian Mounted Police. Problems similar to those with Quebec UCR data are associated with UCR data collected in Alberta. These problems, addressed in the following section, argue against accessing the POLIS system for robbery research.

(b) Federal

Four federal government systems that maintain data based on police activities were examined for this project:

1) Statistics Canada Centre for Justice Statistics Uniform Crime Reports;
2) Royal Canadian Mounted Police Operational Statistical System;

3) Royal Canadian Mounted Police Hold-up Note System;
4) National Health and Welfare Bureau of Dangerous Drugs "Drug Diversion Accounting System".

1) Statistics Canada Centre for Justice Statistics Uniform Crime Reports

The Uniform Crime Reports (UCR's) are the only information on criminal occurrences and police response collected systematically from local police forces throughout the country. On the 15th day of each month, every police authority in Canada is required[1] to report data relating to specific offence categories for the previous month to Statistics Canada, Centre for Justice Statistics. Data are collected for the following robbery categories:

- Robbery total (as defined by the Criminal Code)
- Robbery with firearms
- Robbery with other offensive weapons
- Other robbery;

regarding the following police decisions or activities:

- Reported or known to the police
- Unfounded
- Actual Number
- Offences Cleared by charge and otherwise
- Adults Charged by sex
- Juveniles Charged by sex and Juveniles not charged.

A copy of the UCR reporting form is appended.

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[1] Under the Statistics Act R.S.C. 1970-1971 Chapter 15 amended by 1976-1977, C28, which gives Statistics Canada the authority to collect data on law enforcement and criminal justice activities.

The Centre for Justice Statistics collects and compiles the information, submits it to quality control and editing procedures, transfers it to an automated system, and extracts data for regularly published quarterly and annual reports and special reports upon request. Robbery-related statistics associated with each report are:

- Quarterly Reports

  No local or regional statistics on robbery alone are included. Robberies are subsumed under "crimes against property" reported for each province and territory. In the text accompanying province-specific tables, gross trends in total robberies for the country are discussed.[1] The types of robbery trends discussed vary from report to report.

- Annual Reports

  Crime and Traffic Enforcement Statistics contains tables showing the frequency of every type of robbery and every police action in the above categories for Canada as a whole and each province and territory. No local statistics are included. A special report on robbery trends over the past five years is separately issued. This report discusses percentage changes in actual number of robberies, robberies per 100,000 population, types of robberies (total, with firearms, other) and enforcement responses (reported, cleared by charge, cleared otherwise) over the five-year period and among provinces. Interpretations of the data are supported by tables and charts. Hypotheses regarding possible sources of change in robbery trends are not included. Because no standardized reporting format is used, the data and trends examined in annual reports vary from one year to another.

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[1] For example, in "Preliminary Crime Statistics for Canada and the Provinces: First Three-Quarter Comparison, January-September 1980 and 1981" (April, 1982), the following paragraph is devoted to robbery:

> 'Total robberies in Canada increased to 18,666 (1981) offences from 17,633 (1980) offences. The use of firearms in robberies increased by 5.7% in the first three-quarters of 1981, but not as sharply as the 13.1% increase reported in robberies using other offensive weapons.'

- Special Reports

  Upon request, the Centre for Justice Statistics issues special reports containing specific arrangements of data collected from Uniform Crime Reports. If necessary, the Centre can provide robbery breakdowns by local police authority or combinations of authorities and by month of the year or year-to-date.

Data from Uniform Crime Reports may be useful for describing gross national and regional trends in robbery occurrences and police enforcement activities following those occurrences, and for identifying broad policy changes influencing those trends.[1] However, the number of problems inherent in Statistics Canada reporting requirements and the data provided by police authorities for the reports substantially detracts from their utility for more specific research purposes. These problems include:

- Validity of the definition of "robbery"

  Police authorities must follow the "most serious offence rule" set by Statistics Canada when reporting robberies. Under this rule, where several offences occur in one incident, only the most serious offence, as determined by the maximum penalty under the law and other criteria,[1] is reported. Homicide, attempted homicide, sexual offences and assaults may all be considered more serious than robbery. Because of this definitional requirement, robberies involving violence are significantly under-reported. If, for example, a bank teller is killed, a customer is raped and a police officer is assaulted during a bank robbery, only the homicide may be recorded. A second definitional requirement decreases the validity of UCR-generated robbery statistics. For offences against the person,[2] one offence is counted and reported for each victim. For other offences, only one offence is counted, no matter how many people or organizations are actually victimized. Robbery is not defined as an offence against the person,[3] despite the fact that the victim is always present and threat of violence is common during a robbery incident. This discrepancy may result in a significant under-reporting of robberies. For example, only one robbery occurrence is reported whether a convenience store incident involves the robbery of the cashier or the cashier and customers as well.

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[1] For example, the decreasing percentage of robberies involving firearms during 1977-1981, a period when frequency of total robberies increased tremendously, may be interpreted as a response of offenders to new legislation providing sentence enhancements for use of firearms while committing an indictable offence.

- Reliability of Number of "Robbery Incidents" Reported

In addition to the above problems, police forces inconsistently interpret and report number of offences. The Centre for Justice Statistics provides a guideline for defining an incident as separate and distinct if it involves "one or more events occurring at the same time, location and circumstances".[4] However, the interpretation of this guideline varies, particularly for robberies and other occurrences in which the exact sequence and separation of events in time and place is difficult to determine. For example, one police force may interpret a bank robbery in which a bank teller, followed by two passers-by on the street, are robbed by the same offender as one incident, while another force may count it as two incidents, and another as three separate and distinct incidents.

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[1] Or by the judgement of the police authority when the penalties are the same, or by the vertical position of the offence on the UCR form.

[2] Homicides, attempted homicides, sexual offences and assaults.

[3] See Uniform Crime Reporting Manual (January, 1979), 3.1.2.

[4] Ibid 3.1.3.

Another definitional problem influences the reliability of UCR statistics. Actual robberies[1] may be recorded as thefts where police officers are permitted some discretion in labelling offences according to degree of threat involved. For example, an officer arriving at the scene after a victim has been robbed of her purse by an unseen assailant may label the incident as a theft if the victim does not report any specific threat made or weapon seen in the course of the event.

- General Reliability of All Figures Reported

As noted in Chapter II, Section 1f, the capabilities of police forces to assemble and accurately tabulate reports for whatever purpose vary according to the type of information systems they have developed. Those forces with new integrated automated systems probably issue the most accurate reports because the inaugaration of that type of system involved a complete review of all records and their incorporation into the system for a myriad of operational and administrative purposes. Those forces with semi-automated systems may provide accurate UCR's if adequate quality controls prevent the transfer of errors on occurrence reports to automated systems and ensure the completion of case files. However, the dispersed data collections in several formats common to semi-automated systems are deterrents to successful quality control. The majority of Canadian police forces with completely manual record systems generally devote little time to quality control and therefore may generate extremely inaccurate statistical reports on incidents. As well, case files in manual systems are frequently incomplete, meaning that criminal justice system responses are inaccurately reported.

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[1] According to the Criminal Code (Section 302), a robbery has occurred when a threat has been made in order to steal or when the perpetrator has been armed during a theft, whether or not actual violence to the victim occurred. However, the law on this point is open to interpretation. See Martin's Criminal Code: 1980 (Annotations by Greenspan). Aurora: Canada Law Book Limited, 286-288.

The errors present in all the individual police force-issued statistics are compounded in Centre for Justice Statistics-issued Uniform Crime Reports. These errors also change over time, as police forces progress from one information system to another. Because of these changing conditions, detailed comparative analysis of robbery data in the same region over time may be problematic.

- Duplication

  The Uniform Crime Reporting survey covers municipal police forces in centres with a population size of 750 and over that employ full-time police personnel; and federal, provincial, railway and National Harbours Board police forces. Data for those municipalities not covered by the above criteria are reported by the provincial police force having jurisdiction. Particularly for robberies of banks and those occurring in train stations and near municipal borders, which frequently involve responses by more than one police force, incident and clearance data may be duplicated.

- Missing Reports from Rural Jurisdictions

  The coverage of small rural jurisdictions by provincial and federal police forces may lead to incomplete UCR statistics.

Incidents occurring in rural areas are not always reported to the provincial, federal or any police authority, particularly if the host community resents the presence of that authority. With a population as geographically dispersed as Canada's, this type of under-reporting problem may be significant.

The preceding discussion illustrates several types of problems negatively influencing the validity, reliability and completeness of UCR statistics. The extent of these problems and their exact impact upon Centre for Justice Statistics-issued reports are unknown. Before UCR statistics are used for any type of robbery research, error probabilities under various conditions must be understood. Until that time, we recommend that UCR statistics be used only for illustrating very gross trends in robbery or for comparing robbery characteristics among jurisdictions with similar information systems and internal reporting criteria.

2) Royal Canadian Mounted Police Operational Statistical Reporting System

The RCMP collects Uniform Crime Report-type data including robbery data from all RCMP detachments in the country for input to the fully automated Operational Statistical Reporting (OSR) System. Large detachments have the capability of entering their own information in the main data bank. Smaller units submit statistical information on tally sheets to the Divisional Planning Section, who input on their behalf. The information is stored in the main RCMP Data Bank in Ottawa, where it is edited for errors and content. Uniform Crime Report data are forwarded once per month on a collector tape to Statistics Canada, Centre for Justice Statistics.

Because the RCMP OSR system output is actually just a smaller version of the UCR, its utility for robbery research is limited by the same problems inherent in UCR data, examined in the previous section. However, robbery is a relatively rare occurrence in most RCMP jurisdictions, increasing the likelihood of at least reporting completeness.

To access any information about robbery occurrences or responses other than that relevant to specific UCR categories reported to RCMP headquarters, individual detachments must be consulted. Although no local detachments were visited for this project, central headquarters personnel assured us that record keeping practices differ substantially from one RCMP jurisdiction to another, suggesting that a common RCMP data base on victimization, suspect modus operandi or other research topics cannot be cost effectively obtained.

3) RCMP Hold-up Note Collection

Chapter II, Section 1.7, examines the nationally-based RCMP Hold-up Note Collection as a source of information for the investigation of bank robberies. The many problems associated with its use are referred to in that discussion.

It is our contention that the collection is a potentially excellent resource for both robbery investigations and robbery research, if certain changes are made in its design to encourage police forces to take full advantage of the collection's capabilities. These changes include:

- Automation of all notes, so that note content can be textually extracted by any key element and notes can be accurately and quickly compared by machine;

- If the full automation of the collection is not possible, the installation of a computerized index referring to notes by format, medium, key words, grammatical idiosyncrasies, type of institution robbed, suspect identity,[1] modus operandi and hold-up history where known, date and police department requesting the search;

- Bolstering of the collection by all hold-up notes associated with financial institution robberies in major Canadian cities over at least the past year. Although participation in the hold-up note analysis service is voluntary, and therefore inconsistent, police forces might be more willing to contribute hold-up notes if the Ministry of the Solicitor General provided funds for photographing and relaying them, and a secure mechanism for their transfer. Available computer technology could probably accommodate the type of transfer needed through CPIC, ACIS or an equally sophisticated system;

- Quicker turnaround time for both transfer and analysis of the notes. Automation or partial automation of the collection and electronic transfer of the notes would accomplish this purpose;

- Active encouragement of all Canadian police forces to use the collection. Because the complaints communicated to us about the collection involved primarily the small number of notes available for analysis and the delays involved in obtaining analytic results, we believe police forces would be more willing to contribute to and use the RCMP's service if these problems were corrected. However, the RCMP would have to communicate any system changes to police forces and perhaps offer financial incentives of the sort mentioned above to ensure fuller participation.

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[1] At present, system personnel provide only names and dates of other police forces providing similar notes. However, the system itself often contains more detailed data.

If the Hold-up Note collection were systematized, widely used, and accessible, it could provide high quality data on at least two research topics:

- characteristics of bank robbery offenders in different regions of the country or between different time periods,[1] including modus operandi, age, career paths, and geographic mobility, all of which would be extremely useful for the design of prevention strategies;

and, with other police force-specific data,

- development of investigative responses to bank robbery in Canada, particularly in terms of length of time between an occurrence and case clearance through arrest or other means, and the impact of technological assistance upon such responses.

4) Department of National Health and Welfare, Bureau of Dangerous Drugs, Drug Division System

The Bureau of Dangerous Drugs maintains and issues some victim-specific data on robbery occurrences in Canada. Drugs lost by any means from pharmacies, hospitals, doctor's offices, licenced dealers, treatment centres, veterinary hospitals and penal institutions must be reported to the Bureau. Once the report is received by the Bureau, additional information regarding the type of loss is requested from respondents. The requested information includes whether the loss occurred through break and entry, pilferage, armed robbery or some other means.

Bureau record-keepers store the voluntarily submitted information on type of loss in manual files, and use it to create manually coded and compiled ledgers listing all losses by date, location, type of institution, type of loss, and name of drugs taken. The ledgers, in turn, are used to produce annual statistical tables showing types of losses and specific drugs taken by type of institution and province.

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[1] At present, notes are destroyed after ten years. However, computerization would allow their indefinite retention.

If the data collected for the Drug Losses System were accurate and complete, tables generated through the system would be valuable sources for research comparing extent of robbery victimization among carriers of pharmaceutical drugs in different provinces, and for documenting the types of drugs preferred by robbery offenders as opposed to other types of offenders. All of this information would be useful in the design of pharmacy robbery prevention projects.

However, at least two major problems concerning data completeness and accuracy have been noted by both Bureau information systems personnel and contributors to the system:

- Large amounts of information are not submitted due to a number of factors, primarily the voluntariness of participation in the system. Data collected by some Colleges of Pharmacy are probably much more accurate and complete, as noted in Chapter 4, Section 3.

- Because pharmacists and doctors are not trained in the criminal law, they are likely to define the criminal acts involving drug losses inaccurately. Specifically, robberies may be reported as pilferage (theft) and pilferage as robberies. Moreover, the types of occurrences listed on statistical tables indicate a misunderstanding of the robbery offence among datakeepers. Of the several possible Section 302 offences, only armed robbery is listed, suggesting that unless an offender physically threatens the victim with a weapon, systems personnel may incorrectly classify an "unarmed" robbery[1] as pilferage.

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[1] As long as the victim is confronted and feels threatened or there is an implied threat of violence, the offence is still a robbery, whether or not the offender is armed. Martin's Annual Criminal Code (1980): 286-287.

A second Bureau system collects data from police forces on age and sex of suspect if arrested, drugs taken and disposition of charges for burglaries and ten other Criminal Code offences leading to drug losses. These data are manually compiled on an annual basis for statistical tables correlating offender characteristics, types of drugs illegally diverted and types of dispositions over 5-year periods for each of the Code categories. As yet, no delineation for Criminal Code robbery offences has been made, despite the fact that substantial drug losses result from this offence. If robbery were included in the compilations as a separate offence, the tables might be valuable sources of data on police and other criminal justice responses to pharmacy robberies.

III.2 Court Information

Information on prosecution and trial outcomes of robbery offenders is probably the least organized and accessible of all types of information on Canadian criminal justice system responses to robbery. For many reasons, including the several possible channels and decisions through which charges may be disposed, the number of courts processing and dealing with the same offence, and the lack of technological assistance for laborious court record-keeping functions, data in this area are difficult to find and frequently incomplete Moreover, because court records are rarely identified by the same numbers as police or corrections records, linking data for longitudinal research purposes may be extremely time-consuming.

In this section, three possible sources of prosecutorial and court data are reviewed. At the provincial level, systems maintained by both Alberta and Quebec hold promise for robbery research. At the federal level, Statistics Canada Centre for Justice Statistics collects some robbery-related data which may be of limited usefulness to future studies.

(a) Provincial

The majority of provincial Attorneys General and Ministries of Justice responding to our questionnaire and telephone survey claim that no records relating to robbery, other than those housed in massive unspecified court collections, are kept under their auspices. However, both Alberta and Quebec do systematize some court records.

1) Alberta

The Alberta Attorney General is in the process of implementing a computerized Prosecutor Management Information System (PROMIS),[1] to facilitate case tracking and provide data on case dispositions. At present, Crown prosecutors in Calgary and Edmonton participate in the system, which contains the following case-specific data:

- identification of the accused, including birthdate, sex, race, other charges pending;
- police force making the arrest, police identification number of the case, investigating officer;
- charges;
- victim(s) identification;
- remand time, court, counsel(s), judge, election, plea and proceeding;
- disposition and specific sentence related to each charge, including reasons, if given.

Data are retrievable by name or case number. When PROMIS is fully operational, and data can be accessed by offence type, longitudinal studies of criminal justice system responses to robbery should be possible using the system. Particularly for research on the extent and outcomes of plea bargaining[1] and on rationales behind specific dispositions in robbery cases, PROMIS could be a fruitful data source.[2]

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[1] PROMIS was first designed for and implemented by the United States Attorney's Office in the District of Columbia.

However, we caution that Alberta data are by no means indicative of prosecutorial and sentencing practices throughout Canada. Alberta respondents to our survey consider dispositions of robbery cases in that province to be among the harshest in the country, and the incidence of plea bargaining to be among the lowest. Data from PROMIS would therefore be most useful as a basis for contrast with other provinces or regions. Unfortunately, only one other province responding to our questionnaire,[3] Quebec, has a comparable system.

2) Quebec

The Ministry of Justice, Quebec, operates an advanced computerized system integrating many types of court records in four large judicial districts: Montreal, St. Jerome, Quebec City and Longueuil. The system serves operational, case management and research needs for several types of users, including lawyers, judges, court administrators, government personnel, police and chief justices.

All information necessary for the functioning of the judicial process is recorded, stored and updated on the system, including data on laws, offences, judgements, court resources, corrections programs and criminal records. Persons data related to robbery maintained by the system are similar to those maintained by the Alberta PROMIS system. However, more detailed offender characteristics are collected in Quebec, including:

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[1] An example of the type of exhaustive research on this subject made possible by PROMIS data is William Rhodes' study (1979). "Plea bargaining: Its effect on sentencing and convictions in the District of Columbia", Journal of Criminal Law and Criminology 70(3): 360-375.

[2] It should, however, be noted that several persons contacted during this project indicated that a number of jurisdictions have had serious problems in implementing the PROMIS system.

[3] Lower Mainland British Columbia has also implemented an advanced automated court information system. Because the British Columbia Attorney General did not respond to the Robbery Questionnaire, a description of the system is not included in this report. However, the ease with which offence-specific data on adjudication and sentence types have been compiled from that system for a federal Department of Justice Criminal Code Review project on historical sentencing patterns, indicates its adaptability to future robbery research.

- driver's license no.
- civil status
- social insurance number
- profession
- some corrections history information.

In terms of research uses, the system has many advantages, of which the most important is its accessibility. Remote terminals with printers located in many courthouse locations allow free access to non-confidential data bases (including all adult case-specific court information) by any citizen. System administrators also fulfill research requests for special data analysis.

A second advantage of Quebec's system is the ease with which offender-specific data issued by the system may be linked to police and corrections data on the same offender. When computerizing court records, the Ministry of Justice maintained the police case identification number on all records documenting disposition of charges and commitment of the offender to a corrections program. With this identifier, longitudinal studies of robbery career patterns are made feasible.

The system's adaptability to offence-related statistics is also advantageous for research. Using conventional SPSS[1] and other programming packages, the system generates regular statistical reports on case dispositions to Statistics Canada, Centre for Justice Statistics. The same packages could easily be used to extract, compile and analyze various types of statistical information about robbery offenders and robbery cases, enabling quality research on criminal justice responses to the crime of robbery. When analogous court information systems in other provinces (e.g., B. C. and Alberta) become fully operational and/or can produce offence-specific statistics, data from the systems could be used for a study comparing criminal justice responses to robbery in the two provinces.

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[1] Statistical Package for the Social Sciences.

(b) Federal

The only government entity maintaining cross-regional data on robbery case outcomes is Statistics Canada, Centre for Justice Statistics. The Centre keeps two systems for this purpose, one containing information on Adult Criminal Court cases and the other on juvenile court cases.

1) Adult Criminal Court Program

Originally designed to collect case-specific data from courts of criminal and/or superior criminal jurisdiction throughout Canada, the Adult Court program generated statistics on dispositions of Criminal Code offences including robbery, for all provinces up to 1973 and for Quebec, British Columbia and the territories in 1978, 1979 and 1980. The statistics included information on offence section, age and sex of accused, disposition and sentence.

Since the program in the form just described has been discontinued, it will be of no use for research requiring more current information. Its use for historical analysis is also limited for two reasons.

First, the program had not gained the full co-operation of courts throughout the country, resulting in a substantial under-reporting problem. For example, the 1978 report was to have included all provinces, but only British Columbia and Quebec submitted enough complete data for the development of statistics. Even in those provinces, data from some of the largest court jurisdictions were omitted. Second, for participating jurisdictions, data accuracy may be problematic as reporting concepts, types of forms and contents of forms vary.[1]

Justice Statistics is in the process of implementing a new court statistics program. Starting January 1983, all courts (except those in Alberta) will submit monthly statistical summaries of a limited number of aggregate variables describing caseflow (e.g., total number of cases put on the docket and total number of cases disposed). The limited number of variables was necessitated by the operational and financial problems most of the courts in Canada would have had in providing more detailed information. Unfortunately the data from this system will be of virtually no use to future research on robbery. One of the major reasons for this conclusion is that submissions by courts break the data down by only 4 broad offence categories (e.g., Criminal Code - Indictable). Separating out data for robbery offences alone is thus impossible. Secondly, the data are submitted as totals for all cases either initiated or disposed in a particular month. Even if data on more variables were submitted (e.g., length of custodial sentence), one could not relate one variable to another for the same case. Any 'case-specific' cross-tabulations would therefore be impossible.

Unfortunately given the current state of the art of information processes in most local Canadian court jurisdictions, the type of micro-level or case-specific information required will probably not be available on a Canada-wide basis for another 10 years at best.

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[1] Despite these limitations, 1978 and 1979 offence-specific data on adjudication and sentence types from the Adult Court System are now being processed with some success for the federal Department of Justice Criminal Code Review Sentencing project.

However, developments in the Justice Statistics programs should be closely monitored. It may be possible for the Ministry of the Solicitor General to exert some influence on the choice of data items for new systems and thereby ensure productive use of their data outputs for future robbery research.

2) Juvenile Court Survey

Under the auspices of this program, data are collected from all Canadian and family courts on juveniles brought before the court as a result of apprehension for delinquent activities.

Because a substantial number of juveniles are brought before Juvenile Court for robbery violations,[1] the data generated by the survey may be of some interest to future robbery projects. Annual computer-prepared statistical reports include cross-tabulated information on offence, court decision, age and sex of juveniles and provincial jurisdiction. Using this information, it may be possible to identify trends in robbery offender characteristics and criminal justice system responses to robbery over time.

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[1] According to the Centre for Justice Statistics, 1,418 in 1980 and 1,665 in 1981.

As with the adult court program, the quality and completeness of data issued through the survey are questionable. Although reporting forms are standardized, record-keeping procedures and quality control differ among the responding courts. For example, inadequate case tracking identifiers on forms submitted by some courts to the Centre for Justice Statistics have resulted in matching and overcounting errors. Also, preliminary evidence from the Ministry of the Solicitor General's Juvenile Sentencing Project indicates a significant under-reporting problem associated with several large jurisdictions participating in the survey. Until the nature of this problem and its impact on robbery-related statistics is known, we suggest that survey outputs be used only as general input to the development of specific localized research projects.

III.3 Corrections

This section discusses robbery-related information available in corrections information systems operated by provincial and federal governments. At both provincial and federal levels, systems maintaining data on offenders in both institutional and non-institutional corrections programs are generally much more developed and much more adaptable to robbery research than the majority of systems containing enforcement and court data. Information within corrections systems also appears to be more complete and standardized among jurisdictions than data in systems maintained about other components of the criminal justice process.

Because of their advantages, corrections systems may be usable for the development of a national data base about convicted robbery offenders. However, questions regarding data accuracy and cost of offence-specific data retrieval must be answered on an individual system level prior to the formation of such a data base.

(a) Provincial

The majority of provinces with large corrections caseloads operate computer information systems to manage extremely detailed and frequently changing data on offenders. Of the seven provincial authorities responding to our questionnaire or participating in interviews, only two provinces with relatively low corrections populations, Newfoundland and Nova Scotia, retain completely manual systems. All corrections systems documented for this project[1] contain similar types of case-specific information:

- Personal identification data
- Demographic Data
    - age
    - sex
    - education
    - marital status
    - occupation
    - employment status
    - racial/ethnic origin
    - language spoken

- Offence/Admission data
    - charge(s) or most serious charge
    - length and result of remand
    - sentence length
    - institution/program
    - security status (for institutions)
    - admission date

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[1] Alberta Correctional Management Information System (COMIS): Ontario Adult Client Information System (AIS), Manitoba Adult Corrections and Probation Services Offender Classification Systems; Saskatchewan Corrections History Information System; Quebec Ministry of Justice Probation and Detention Information Systems; Newfoundland and Nova Scotia Corrections Information Systems.

- Offender Tracking Data
  - time served since admission
  - transfer status
  - release status

- Corrections contact history

In terms of accessibility for robbery research, data in most systems is retrievable by offence type, either routinely or via special request. Data on admissions, proportion of population and/or sentence lengths by most serious charge are routinely compiled for standard reports, while data pertaining to security status, demographic characteristics, corrections history and release type by charge may be more time-consuming to obtain. However, responding personnel expressed enthusiasm for the project and an interest in co-operating with future research requests on robbery offenders.

Two potential data problems for robbery research were illustrated by an examination of one provincial corrections information system. With rapid computer system developments and changeovers, the corrections authority responsible for the system we investigated had not converted all records from their first automated system to new system formats, and more importantly, had designed the system to discard offender data from the system after discharge to an off-line collection of records. Any time series research on criminal justice responses to robbery in that province would involve an automated system search, copious manual searches of the old mixed with new format record collections, and manually-performed linkages between data items on the two types of systems. We do not know how typical this problem is of recently automated corrections systems.

The second problem which may be encountered when using corrections information systems for research purposes is data inaccuracy. Corrections system personnel interviewed during our site visit did not know the extent of errors in the system. The varieties and combinations of sentences, commitment types, program and institution changes encountered by provincial corrections authorities are normally extremely complex. Particularly in provinces with large populations, errors in case tracking and case status are likely to occur. Before embarking on research studies using data from such systems, the probability of errors should at least be estimated.

(b) Federal

1) Centre for Justice Statistics Integrated Prison Program

The Integrated Prison Program stored and processed data on persons admitted to provincially operated adult correctional facilities in five provinces, Newfoundland, Prince Edward Island, New Brunswick, Quebec and Manitoba for the years 1976 to 1980. Originally intended as a planning and research aid for local and provincial administrators, the system collected demographic, disposition, trial and release status data from participating authorities. Output, including detailed statistics on demographic characteristics, sentence length and corrections history by major offence, was issued annually in the Centre for Justice Statistics publication, Correctional Institutions Statistics.

The Program is of little utility for future robbery projects because of its narrow geographical coverage and short lifespan. Moreover, the revised national system now in the process of implementation does not collect offence data.

2) Correctional Service of Canada Offender Information System and National Parole Statistical Information System

The CSC maintains two active data bases that can be accessed to provide data for research on offenders who have been in the federal penitentiary system after being convicted of a robbery offence. These systems are comparable to the larger computerized information systems maintained by provincial corrections authorities.

- Offender Information System

  The system collects and maintains detailed data similar to data maintained at the provincial level on all residents of penitentiaries,[1] including:

  - age, race, marital status, language and other demographic characteristics
  - major offence
  - length of sentence
  - number of previous commitments
  - province of residence
  - type of admission
  - time served since admission
  - transfer status
  - probable MS release date.

Because the system appears to be fairly comprehensive and to be adaptable to special operational and statistical needs it will probably be suitable for analysis of federally incarcerated robbery offenders. Retrieval of the system's robbery-based data and/or analysis of that data may involve special requests to CSC. However, system administrators have already expressed their interest in future robbery projects.

- National Parole Statistical Information System

  NPSIS maintains data on all offenders applying for and/or receiving temproary absences, day parole, and full parole and those released to mandatory supervision under National Parol Board authority.[1] The system collects approximately 75 data elements covering criminal history, personal background, personal characteristics, sentence and institutional history. The data is used for the production of statistical reports and special reports to answer requests from various users. The system appears to be a potentially excellent source of data on federally-held robbery offenders.

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[1] This system has information on all offenders in penitentiaries since April 1970.

The most attractive characteristic of both CSC - held systems, from the point of view of research utility, is their planned integration in the near future. The integrated system, if operational by Spring, 1983, could provide a large amount of data on sentencing of robbery offenders in Canada.

Data within provincial and federal corrections systems could be amalgamated and used to address the following two research questions about robbery offenders:

- What are the historical patterns of sentence lengths and types of corrections program commitments received by various types of convicted robbery offenders?[2] This information could be used for a factual response to increasing public, police and business victim pressure for more stringent sentences in violent crime cases. As well, case-specific information could form the partial data base for a study of robbery sentence effectiveness;
- What are the characteristics of the typical convicted robbery offender, if there is one? The age groupings, previous offence and corrections histories among robbery offenders in different regions of the country and/or different time periods are unstudied. Profiles

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[1] NPSIS contains information on all federal inmates and provincial inmates under National Parole Board authority since 1976.

[2] At present, offence-specific data on a number of related variables (including sentence type, sentence length, time served, release type, age, native status and previous incarceration history) are already being accessed from some of the above-mentioned systems, cross-tabulated and analyzed for a federal Department of Justice Criminal Code Review project on historical sentencing patterns in Canada. The results of that study will no doubt be of great interest to future robbery studies.

> and career patterns of convicted robbery offenders could be assembled from corrections data and used for the design of prevention programs. Data on offence and corrections histories could also be useful for establishing the mobility of robbery offenders.

Data from corrections systems would be most useful for the above research purposes if victim-specific information were available. In most cases, this information could be obtained only through linkage of corrections data with police and/or court data on the same offenders, or by personal interviews with convicted offenders. The cost of each of these methods of data retrieval requires further exploration.

Caution must be exercised in commencing any research using data from corrections information systems. As noted in the discussion of provincial systems, problems may occur with retrieval of data concerning discharged offenders and/or offenders imprisoned prior to the implementation of computer systems, and with data accuracy. The cost of retrieving offence-specific information may also be problematic. The most effective approach to large-scale data collection of this type involves further specific queries to corrections authorities and perhaps the drawing of a small test sample from each jurisdiction.

CHAPTER IV - BUSINESS VICTIMS: ROBBERY DATA SOURCES AND DATA COLLECTIONS

This chapter examines the quantity, quality and availability of robbery-related data maintained by the private sector, specifically those business organizations frequently victimized by robberies. Several organizations assumed to be potential robbery victims and to hold robbery data were initially surveyed, including:

- retail, hotel/restaurant and service station associations;
- department store security managers;
- convenience store security managers;
- Canadian Bankers' Association and Quebec caisses populaires;
- property insurers;
- jewellery store security managers.

In terms of their knowledge of and communication to member or fellow enterprises about robbery and robbery prevention, some businesses appear to be relatively isolated, even among frequently victimized establishments such as convenience stores and service stations. These organizations in general discourage any passage of robbery information to competing firms, other members of the business community or the general public. In contrast, other firms such as banks and pharmacies encourage open communications links with both member or competing enterprises and the entire business community.

The business associations serving these two types of firms also vary in their willingness and ability to serve a co-ordinating function for the collection and dissemination of valuable robbery information or prevention strategies. In general, associations representing one type of business tend not to co-ordinate on a broad scale along these dimensions with associations representing dissimilar business types.

The attitudes toward robbery information uses often differ sharply among security directors of business organizations. Some security personnel believe strongly in accurate data collection as a basis for effective security training programs, while others feel that collecting any robbery data is pointless and if published, could actually increase the number of offences perpetrated against their establishments. Prevention programs are considered by some businessmen to focus an inordinate amount of attention on crime, to frighten personnel and clients needlessly, and, in some cases, to encourage victimization. These differences, and their implications for robbery research in the private sector, are explored in victim-specific sections of this chapter.

Chapter IV concentrates on those types of business victims maintaining data on robbery occurrences co-operating in site visits, and interested in, if not already using, robbery prevention programs: banks, pharmacies, convenience stores, jewellers and property insurers. Information systems and prevention programs which appear to be innovative, well documented and/or subjected to evaluation are highlighted. As well, the chapter examines interaction between robbery business victims and the police in the generation of robbery data.

IV.1 Banks

The Canadian Bankers' Assocation (CBA) has maintained an automated system at its Montreal headquarters since 1979, containing detailed data on robberies against all major Canadian banks and criminal justice responses to those robberies. Data are collected on two forms. The first is completed by the bank manager and/or regional security manager immediately following a robbery occurrence, and contains coded information on:

- identification of bank;
- number of victims, and number physically injured;
- type of robbery or other criminal offence (extortion, burglary and theft are also reported on the same form);
- exact date, day and time of offence;

- offender characteristics (number, sex, age);
- modus operandi (wearing disguise, weapon used, duration of crime, type of threat, actions of offenders);
- exact worth, type and source of loss (e.g., teller's cash drawer, vault, glass enclosed central teller);
- immediate criminal justice response, if police arrest (arrested before crime, during crime, after crime or not arrested).

The second form is completed one year after the robbery by the police force following up the incident, and contains coded information on:

- suspects charged;
- criminal history of suspect(s)
- disposition, including exact type and length of sentence;
- status of the suspect at time of the robbery in question (on bail, escaped, in conditional release program).

Interviews with regional security managers and local bank managers of three banks participating in the program and with system administrators indicated that data on the system are accurate, complete and regularly updated.

At present, the system is used to issue monthly, semi-annual and annual reports statistically summarizing selected data items from the original Criminal Offence form. In general, bank security managers interviewed find the summaries interesting but not useful for any specific prevention or other purpose. Managers would find the reports much more useful if combined with case-specific and summary data on case disposal. Usually, managers and other bank personnel are not aware of police investigation and trial outcomes unless they know an officer in the investigative unit or read about the outcome in the local newspaper. CBA-collected case outcome data from the police are issued only to CBA officials.

The system's potential research uses were demonstrated by an analysis of bank robberies in Montreal using the system for risk assessment and security targeting purposes. The exercise, performed in co-operation with the Montreal police force, was so successful at predicting robbery targets that police were able to prevent a number of robberies through stake-outs of high-risk targets during system-assessed high-risk hours.

In our opinion, the CBA system is a valuable data source for robbery research. The advantages of the system include high data quality, computer accessibility, data retrieval capability by offence type and interest of system managers in practical research applications. Data from the system could be used to examine:

- Bank robbery offender characteristics, modus operandi and mobility, contrasted among different regions of the country;
- Regional criminal justice responses to robbery, including length of police investigation, clearance types, charges laid and sentencing practices;
- The changing nature of bank robberies over time, including amount of losses, weapons and violence used, number, age and criminal history of offenders;[1]
- Amounts and types of losses through bank robberies over time, to be related to bank-specific data on prevention methods.

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[1] Various police officers interviewed during site visits believe that bank robberies have changed in the past few years, that security programs have limited individual bank losses, that the use of weapons has increased, and that offenders have become younger and less experienced.

The last research topic is a particularly interesting one from the viewpoint of prevention program evaluation. CBA member banks have initiated comprehensive anti-robbery programs, including personnel training by police, in part to prevent the formerly large cash losses from that crime. One of the dominant components of these programs is a reduction in the amount of cash available at any one teller's window, meaning that a conventional robbery that once netted a perpetrator as much as $20,000 will now net him only $1,500. However, many police officers believe that recent huge increases in total numbers of bank robberies may be related to the small amount of cash available at any one bank. As well, perpetrators now sometimes leap the counter and attack the central teller's window, where large amounts of cash are still retained. If data from the CBA system reinforced the argument that the method has lost its effectiveness, significant changes in prevention programs might be indicated.

A further note is in order regarding the interaction between bankers and the police. In addition to maintaining offence data, the Canadian Bankers' Association serves as a lobbying organization, specifically in encouraging the police to solve bank robberies quickly. In many cities we visited, the local CBA offers large cash rewards for leads resulting in apprehension of robbery suspects. Bank officials have formed close ties with local robbery investigating units and communicate often with unit personnel for security training and prevention purposes and to discuss case outcomes.

In most cities we visited, the police force places a higher priority on solving bank robberies than on solving those against other types of businesses, in some cases reserving the resources of robbery investigative units for financial institution robberies alone. This emphasis is placed on bank robberies despite the much higher incidence of robberies against convenience stores and other businesses. We believe police are particularly attentive to bank robberies in part because competing bankers have organized together to address common problems, one of which is crime, while competitors in some other businesses have not even communicated to each other about such issues.

IV.2 Pharmacies[1]

Like bankers, pharmacists have organized to develop accurate data systems on robbery and effective security methods. Their efforts in the former area were initiated partly to satisfy data collection requirements of the Bureau of Dangerous Drugs, although some provincial organizations now collect more comprehensive and better quality data than the federal regulating agency itself (See Section III.1). Their goals in setting up security programs have been both to prevent robbery and other drug-diverting offences and to compensate for what many see as inadequate police attention to pharmacy crime.

The systems and programs of at least four provincial[2] pharmacy organizations may be useful for further robbery research, two of which provided detailed information for this study.

(a) British Columbia College of Pharmacists

The British Columbia College of Pharmacists collects data from members regarding any actual or attempted drug diversion through criminal offences, including robbery. Although reporting is voluntary, a high degree of co-operation from pharmacists is obtained. Co-operation has been encouraged by concerted attempts among members of the pharmacy and medical professions to draw attention to the rapidly growing problem, as well as comprehensive work in assessing the extent and sources of drug diversion by the provincial Ministry of the Attorney General's Drug Strategy Committee.[1]

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[1] Material for this section was collected from initial mail-out survey responses, two site interviews and presentations and workshops at the Canadian Symposium on Drug Diversion, September 15-16, 1982.

[2] British Columbia, Ontario, Quebec, and Manitoba.

The information collected is housed in a manual file, from which data is statistically compiled and issued on a monthly basis to pharmacists in the College of Pharmacists' Bulletin, to the Bureau of Dangerous Drugs[2] and to the Federal/Provincial Drug Strategy Committee.[3] Data is retrievable by offence type, including armed robbery.

Information on the system includes:

- offence type
- name and location of reporter
- date
- names and amounts of drugs taken
- name and address of suspect, if known.

The British Columbia College of Pharmacists has used data from the system for two prevention purposes. First, information on events and suspects is communicated to relevant pharmacies via the College's Telephone Fan-Out Program, whereby each designated pharmacist contacts three other pharmacists about a particular crime or suspect until all appropriate potential users of the information are notified. Second, the information from the system on increasing numbers of incidents helped stimulate the production of the College's Pharmacy Security Guide. The Guide is a reference manual covering all aspects of pharmacy security, with a special section recommending procedures to prevent and handle armed robber

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[1] The Sub-Committee on Pharmaceutical Drug Abuse has produced two reports, The Criminal Diversion of Prescription Drugs in Victoria, Nanaimo, Surrey and Vancouver (1981), based on police and Bureau of Dangerous Drugs data, and The Diversion of Prescription Drugs in British Columbia (1982), based on Bureau of Dangerous Drugs and College data.

[2,3] Only substantiated reports are issued to these two bodies.

In terms of research applications, data from the system combined with data on implementation of the security mechanisms recommended by the Guide could be used for an evaluation of the pharmacy security program. These data might provide responses to concerns expressed about some security mechanisms by pharmacists. For example, some fear that actions taken to prevent access to drugs through night burglaries will increase the likelihood of armed attacks on pharmacists during business hours.

Also, data from the system could be used as the basis for a search of police information on pharmacy robbery occurrences and suspects to assemble profiles of pharmacy robbery offenders. These profiles would be valuable in the design of future prevention strategies.

(b) Ontario Pharmacists' Association

The Ontario Pharmacists' Association conducts an annual survey of members to determine the extent and nature of pharmacy crimes, including robbery. While the results of the survey are acknowledged to be incomplete and inaccurate, they do contain what appears to be extremely interesting victimization data not normally available from police records. Data collected include:

- identification of pharmacy
- size of local population
- offences perpetrated against the pharmacy in the past year
- what money and drugs were taken
- penalty imposed on offender, if known
- security mechanisms in place
- location of pharmacy (in shopping centre, professional building, on main or principal business street)

- size of pharmacy
- opinions of stiffer sentencing, more security and other mechanisms as deterrents to pharmacy crime.

Information from the survey is arranged on tables showing frequency distributions by question, but cross-tabulations by offence-type or other variable are not performed. If subjected to further analysis, the data could be useful for an exploratory study of environmental design type variables and their influence on pharmacy crime.

IV.3 Convenience Stores

This section compares and contrasts information on robbery and robbery prevention programs maintained by five convenience store franchisors and one independent convenience store operator.[1] To gain insight into possible robbery data uses, the role of the police and franchisors in communicating prevention information to convenience store robbery victims is also examined.

Of all types of businesses examined for this project, we found the greatest variation in data collections, data uses and attitudes toward robbery prevention among convenience store operators. The sophistication of robbery data collections held by the five convenience store chains contacted for the project ranges from occasional unfiled informal reports to a completely automated reporting, storage and retrieval system. Similarly, crime prevention programs range from non-existent to advanced personnel training and anti-crime store design. The detail of information imparted to us through our survey or on-site interviews also varied considerably from franchisor to franchisor. Some chain security managers are enthusiastic about sharing information to improve co-operation in the implementation of robbery prevention strategies, while others are very reluctant to allow publicity, fearing it will alarm personnel and clients needlessly and cause an upsurge in the level of incidents.

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[1] Four convenience store franchisors received mailed questionnaires, two of which co-operated in further telephone interviews. As well, during our site visit to City C, we interviewed one independent and two franchised convenience store operators who had been victimized by robberies in the past 6 months.

Descriptions of the six convenience store operators and their data collections follow:

- Convenience Store chain L has outlets in one province. The President of the company places a high priority on security matters, including robbery prevention, and for that reason keeps a manual file on criminal occurrences. The details of each incident requiring police or insurance adjuster attention are written up in reports and filed within 24 hours. The reports are used by supervisors for personnel security training and by architect/designers for new store planning. No evaluative data on the effectiveness of these two prevention programs were revealed to us.

- Convenience store M has outlets in two provinces. Two operators franchised by this chain who had recently been victimized by robberies were interviewed. One operator had been robbed three times in an 11-month period. According to the operators, the franchisor does not collect or maintain data on robbery and the chain prevention program consists of a four-page security pamphlet. Although a franchisor representative examined the stores after each robbery, only one preventative measure was taken, the installation of surveillance cameras, after the third robbery in one store. Police investigating the robberies did not offer prevention advice, except the suggestion that less cash be kept in the cash drawer. (Each robbery netted the offender more than $800.) Operators interviewed were unaware of standard prevention methods used by other convenience store chains.[1]

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[1] Including removing view-blocking displays from front windows, keeping merchandise on lower shelving, placing cash register in easily viewed position, taking cash to the bank at irregular intervals.

- Convenience store N operates several hundred stores in one province. The chain compiles no data on robbery or other crimes perpetrated against its outlets because the security director of the chain believes such data would serve no useful purpose. However, the security director provided an estimate of losses to the chain from robbery and a profile of the typical robbery offender, both from an unstated data source. The company shuns publicity about occurrences and prevention methods on the assumption that media exposure encourages victimization. According to the security director, several prevention methods are used by outlets, two of which are considered by another convenience store franchisor to encourage robberies.[1] No formal documentation of these methods or their effectiveness was provided.

- Convenience store chain O is one of the largest in Canada, with outlets in three provinces. Little is known about this franchisor's occurrence data or prevention programs because the security manager declined to answer our questionnaire. In a telephone interview, the manager said that no robbery-specific data are kept by the chain, that prevention programs vary by city and store and that such matters are kept confidential.

- Convenience store chain P is also one of the largest in Canada, with outlets in several provinces. In contrast to the O company, chain P promotes robbery data collection and data-sharing among competitors in the interest of effective long-term crime prevention. The company management views robbery prevention as a means of protecting franchisor property, employees and customers, but also as a community relations and marketing tool. For these reasons, it has developed and publicized a comprehensive security program, some components of which were recommended by convicted robbery offenders consulted by the company. Implementation of the program is regularly evaluated through security checks of outlet premises.

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[1] Placing the cash register at the rear of the store and depositing excess cash in bank night depositories rather than in safes within premises.

The company security department maintains an automated information system on offences against outlets which contains pre-coded and open-ended data on:

- franchise location
- employee identification, characteristics and injuries
- number of customers victimized, characteristics and injuries
- number of suspects, characteristics, weapon used
- source of money loss (cash register, safe or drop box)
- type of safe and security equipment in the store.

The data is used for several purposes, including documentation of offence characteristics, investigation of employee collusion in occurrences, statistical reporting of offence rates and losses, and evaluation of security program effectiveness.[1] The data is retrievable by offence and the data base is accessible by remote terminal in security department offices.

- Convenience store Q is an independent family-run business in a medium-sized city. The store has been robbed twice in the past two years. After neither occurrence did the police give any suggestions on robbery prevention or provide the owner with written prevention information. The owner has no knowledge of the security methods used by other convenience stores, but believes "there is nothing you can do" to prevent robbery.

The wide variation in attitudes toward robbery data collection, prevention programs and information sharing illustrated by the preceding examples points to the need for a convenience store operator communication stimulus. Unlike bankers and pharmacists, convenience store operators have not formed organizations to familiarize each other with common crime problems, promote novel prevention methods or establish liaisons with local police forces. However, interviewees believe operators have little time or monetary resources to support such an organization. In our opinion, the Ministry of the Solicitor General could encourage the type of communication needed through two tools:

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[1] For example, figures from the system indicate that the security program's implementation has been associated with a yearly decrease in number of incidents, including a 21% decrease in 1981.

- Country-wide publication of data about convenience store robbery, prevention methods and police handling of convenience store robberies gained from selected sources examined for this project, in the form of small, easily readable booklets;
- Regional or local forums of convenience store operators and franchisors, for the purpose of introducing security manager's to each other and educating operators in the large number of prevention methods available to them. Police robbery units might attend as well.

IV.4 Jewellers

Jewellery store robbery is considered by police to differ in many respects from either bank or convenience store robbery. Police investigators interviewed during site visits claim that jewellery store robberies are more sophisticated, more often performed by multiple and experienced suspects, and more likely to involve employee collusion and organized crime than other types of robberies. As well, jewellery store robberies often result in higher losses than those resulting from bank robberies.[1] For these reasons, we examined jewellery store data collections separately.

The security manager for one of Canada's leading jewellery retailers was interviewed regarding information on robbery and robbery prevention programs. Officials in the retailer's security department collect detailed information on each robbery in person, as soon as possible after the event.

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[1] It is not unusual for a jewellery store robbery to net the offender more than $20,000 in goods, while the typical bank robbery nets the offender only about $1,500.

Information is entered on a loss report and filed in a manual system at company headquarters. The report contains the following data items:

- location of store
- manager
- date and time of loss
- detailed description of merchandise taken
- information pertaining to police investigation (can suspects be identified? Was security company notified? Police department, division, officer's name and badge number if police notified)
- criminal justice response (were arrests made? What criminal charge laid, property recovered, carrier involvement)
- staff on duty at time of loss
- manager judgement as to whether or not loss could have been prevented and how.

Data are used to complete security investigations, for case-specific and statistical reports to management, to evaluate crime-prevention mechanisms and procedures, and as the basis for special security training of employees. Security training includes discussions of bulletins issued by the security manager on methods by which specific robberies of the firm could have been avoided.

According to the security manager, other large jewellery retailers in Canada retain similar types of data systems. Security personnel of these retailers frequently meet to discuss recent robbery occurrences, provide each other with descriptions of suspects and review prevention methods. To obtain information on robberies against small independent jewellery retailers, however, it would be necessary in most cities to access police occurrence reports.

Regarding future research, jewellery store data may be helpful in assessing the differences among robberies against various types of victims, and among offenders perpetrating those crimes. However, this knowledge would not appreciably add to what is already known by security departments of larger companies. Offence information and materials about its application to prevention programs might be useful to smaller jewellery store retailers, but until their robbery-related problems are understood, no data dissemination projects are recommended.

Research investigating the criminal justice response to jewellery store robberies might be more valuable. The security manager interviewed for this project noted a possible issue in this area. His data suggest that unless a suspect is apprehended by the police within 24 hours, no property is recovered. Because apprehension rarely occurs that quickly, even where suspects are known to police, his company's losses through robbery have been heavy. If this phenomenon is widespread, it may reinforce the need for the inter-city police communications networks recommended in Chapter II or other investigative aids.

IV.5 Insurance Industry

A secondary victim in most commercial robberies is the insurer of the business and/or its premises. Because our preliminary enquiries indicated the insurance industry's interest in the project, we surveyed two property insurance groups about their data holdings on robbery and robbery prevention. The groups and their data systems are:

- Insurance Bureau of Canada, the major organization of automobile, casualty and property insurance companies transacting business in the Canadian market.[1] IBC maintains two statistical programs for analysis of case-specific data bases which contain some robbery-related information. For the personal lines[2] data base, the estimated cause of loss is statistically analyzed, but only the following categories appear: fire; wind; water damage; glass, smoke and vandalism; burglary and theft; all other. No delineation of losses through robbery is made. The Commercial Lines data base, of more interest to this project, does not identify cause of loss. However, it may be incidentally noted on individual claim records.

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[1] Collectively, the more than 100 company/groups represented through the Bureau note more than 90 percent of the total premiums written by private insurance companies in Canada.

[2] Homeowner's policies, tenants packages, etc.

- Insurance Management Group (IMG), which provides coverage to many different enterprises but specializes in the jewellery industry. Although IMG has extensive information on jewellery store robberies, it is all contained in individual claim files protected from research access by confidentiality restrictions. IMG management would, however, be co-operative in further interviews regarding their knowledge of the attributes of jewellery store crime. They might be very helpful in shedding light on the robbery experiences and prevention methods of small independent jewellers.

The most fruitful use of the insurance industry for future research may be as advisors or providers of subjective information. Insurance adjustors and company managers have a great deal of exposure on a daily basis to the victims of robbery and other crimes. For this reason, they can accurately identify pertinent issues such as loss recovery problems, inadequate criminal justice response, employee collusion and the impact of security programs. The industry also publishes and distributes materials on robbery prevention and for that reason, may be the logical vehicle for disseminating victim-specific robbery information assembled as a result of this project. Furthermore, industry spokesmen have expressed a willingness to co-operate with researchers in future studies.

The industry may also provide an impetus for the implementation of prevention measures. Some companies are experimenting with premium decreases for the use of certain security mechanisms, while others penalize their clients who do not prevent crimes against their properties by refusing damages if security devices were not in use at the time of the occurrence, or by increasing deductible portions with each occurrence. These inducements may be worthy of more detailed investigation and evaluation.

CHAPTER V - CONCLUSION AND RECOMMENDATIONS

In conformance with study objectives, the preceding three chapters have examined the scope, quality, availability and uses of robbery-related data and data systems maintained by the police, federal and provincial governments, and the private sector. Based on this examination, concluding sections within each chapter have made suggestions for possible research uses of the data and have estimated the problems likely to be encountered when applying data to particular research purposes.

This chapter enlarges upon previous discussions:

- to assess the feasibility of research analyzing robbery throughout Canada, using data available from police, government and/or private sources;
- to assess the feasibility of other types of research projects examining specific issues;
- to recommend research priorities and to outline preliminary workplans for those projects considered feasible and desirable.

V.1 Feasibility of Nation-wide Robbery Analysis

In our assessment, the feasibility of comprehensive research analyzing the volume and nature of robberies, and the criminal justice and business community response to robbery on a nation-wide basis is very limited. In the course of the project, we have documented several problems associated with existing data and information systems which would severely inhibit their applicability to this type of far-reaching research. These problems can be grouped in five categories: a) validity, b) reliability, c) integration/transferability, d) completeness, e) availability/accessibility, and f) appropriateness.

(a) Validity

The meaning of "robbery", and the data items associated with the crime are not consistent. For police force holdings, a robbery occurrence may not be classified under "robbery" if a murder, rape, assault or other "more" serious crime[1] takes place at the same time. Policies regarding the use of discretion in defining robbery cases vary by police force. The Criminal Code definition itself is difficult to interpret in this area and does not always coincide with "lay" definitions of the crime.[2] These definitional discrepancies carry over to the Centre for Justice Statistics UCR data. The definition of robbery in Enforcement data collections held by the Bureau of Dangerous Drugs regarding pharmacy crimes may be invalid for research purposes because it excludes all non-armed robberies.

Once a suspect is found and brought before the courts, the case is not seen as a robbery event but as the prosecution of one or more offenders. In general, cases are no longer grouped by crime or event, as they are in police information systems, but by docket numbers associated with each suspect.

When a convicted offender is assigned to prison or another corrections program, data about that offender is frequently available only under the category "most serious charge." If the offender also committed a murder, rape or assault around the same time as the robbery, information about him may be suppressed.

Validity of the term "robbery" is also problematic for research using data from privately-held information collections. Data on all losses through criminal occurrences is generally maintained in the same system. Datakeepers who are unaware of the legal distinction between robbery and theft may misclassify one as the other. As well, certain types of business victims, including the insurance industry, do not distinguish losses by type of crime at all.

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[1] As defined by Statistics Canada, Centre for Justice Statistics.

[2] Under Section 302, "robbery" includes theft or attempted theft with violence or threat of violence or while armed with an offensive weapon. The extent of threat to the victim necessary for a robbery charge is open to interpretation. A robbery occurrence may be "downgraded" to a theft if the victim is not threatened with a weapon or if the police officer believes the victim was not at risk.

Before any research based on a national data collection is undertaken, the exact definition of "robbery" desired by the Ministry must be understood and the following questions answered:

- Is the entire Criminal Code definition of "robbery" to be used? If so, how will "misclassified" cases be discovered and included? How will police definitional discrepancies be resolved?
- Is the research to concentrate on robbery events, robbery victims or robbery offenders? If more than one, how will the transition from one to the other be made?
- For research on business victimization, is the Ministry willing to expand the definition of robbery to include theft?
- How will the "most serious crime" problem inherent in several data systems be addressed?

(b) Reliability

Data definitions, scope, quality and retrievability are not reliable from locale to locale, source to source, or data bank to data bank. Police systems, for example, vary significantly in information collection and storage methods, data items held, quality control measures, amount of access granted to researchers, statistical reports available and the complexity of retrieving data by offence or victim type. The Centre for Justice Statistics recognizes that the enforcement data it collects are not consistent from force to force. Similarly, court procedures and information systems vary so much from jurisdiction to jurisdiction that Statistics Canada has not yet been able to assemble a national data base for the study of case disposal.

Except for the Canadian Bankers' Association data system, no private information bank that we investigated is consistent among enterprises in the same business. Differences in information collections are even more marked between types of business victims, for example, between pharmacists and jewellers, because each type of victim is interested in documenting specific aspects of the crime.

(c) Integration/Transferability

Closely related to reliability are problems associated with data integration and/or transferability. Data about robbery events, suspects and convicted offenders are contained in many separate, often incompatible collections or systems, placing severe limitations on case history or cross-locale research. As well, the means of case or person identification usually changes from one section of the criminal justice system to another, particularly from police to courts.

For example, to follow several robbery cases occurring in City A from occurrence to disposition of charges, it would be necessary to interrogate a large automated system (perhaps using a specialized program if robberies of certain types are desired), examine robbery squad manual files, match charged suspect names to court docket numbers in another city to find court case data, interrogate a partially automated system, with the aid of a different specialized computer program, concerning the outcome of those cases, manually search court files for cases disposed of prior to a certain date, re-identify convicted offender data by corrections numbers and interrogate two other computerized systems, again using custom-tailored programs, to assemble information on participation and performance of convicted offenders in various corrections programs. Even for one city, such a process would obviously be extremely expensive. A cross-country historical study would be practically impossible.

(d) Completeness

Any national study of robbery must address data gaps which are in large part due to the above problems. Our research suggests that the few police automated systems integrating information to suit several police functions produce the most complete data on robbery, while those decentralized systems divided among several locations and types of sub-systems produce the least complete data. Manual information systems maintained by small police forces with few occurrences appear to be good sources of complete robbery information, but manual systems in large police jurisdictions with many occurrences are not as valuable sources because of data misfiled and cases overlooked. To obtain enough complete police case data for a country-wide study, expensive oversampling would probably be necessary.

Completeness is not as important a problem with court and corrections information. Data must normally be available for case court scheduling and sentence administration purposes.

The completeness of privately-held data depends upon the data keeper. Some enterprises, such as certain convenience store chains, make no effort to gather information about every robbery characteristic, event or criminal justice follow-up to that event, while others, such as the Canadian Bankers' Association, have implemented rigid quality controls to ensure data completeness.

(e) Availability/Accessibility

Aside from problems inherent in data or systems themselves, robbery information may be inaccessible for research purposes. Some police departments, for example, did not co-operate in our mail-out survey or gave us only minimal co-operation in site visits, because personnel are considered too busy to fill research requests, because the department management is hostile toward the Ministry, or because responding personnel believed no benefit for police would be derived from participation. None of these police forces will be easily persuaded to co-ōperate in future robbery studies.

To ensure full participation in a national robbery study, the Ministry would have to undertake a public relations project some months prior to study commencement. According to a few respondents, better communication with provincial police commissions and in-person interviews with police chiefs would be desirable. Most importantly, the Ministry would have to convince police forces, courts and other authorities that the benefits of co-operating in a research program would outweigh the costs associated with providing data for that program.

Certain data banks will probably remain inaccessible despite any public relations efforts. Police intelligence data and case-specific insurance claim information are two examples. Many businesses are very reticent to distribute robbery-related information of any type, in fear of lost privacy.

Assuming that permission is obtained to use criminal justice system and privately-held data throughout Canada for a nation-wide study, the problem of data availability remains. Some data keepers are so inundated with research requests that 2 to 3 months is not an unusual waiting period for a reply. Moreover, criminal justice and private sector officials frequently require several committee approvals during project development stages before data can be officially retrieved. In some cases, the data desired may not be maintained, but the data keeper may be willing to collect whatever information is necessary if given enough time and resources. However, in the majority of situations, and certainly in the case of most police and court jurisdictions, the nature of information storage and retrieval systems in existence would make the costs of data extraction prohibitive.

(f) Appropriateness for Research

Most robbery data has been collected for specific operational or management purposes that are totally unrelated to research uses. For example, a national study of robbery victimization would find few police data collections containing detailed information on victims, because police forces by and large concentrate on solution of individual crimes and apprehension of suspects. Adapting the data to meet research needs may be difficult, if not impossible. Statistics Canada Centre for Justice Statistics encountered similar problems when attempting to collect enforcement and court data for its centralized data banks.

Although the above-mentioned problems limit the feasibility of a large, comprehensive national study of robbery, we nevertheless recommend a three-part research project to provide a general Overview of Robbery in Canada, using data available from several sources. An outline of key components and project objectives follows.

1) Identification of Robbery Trends

Despite the many disadvantages of UCR data maintained by Statistics Canada, Centre for Justice Statistics,[1] they provide our only clues about local, regional and historical trends in volume of robberies, weapons used in robberies and police response to robbery occurrences. If the UCR system is viewed as a limited but available source of gross trend information, we believe it can be used to focus resources on specific problems in future projects. Questions which can be addressed with UCR data include:

- In the past ten years, how has the incidence of robbery in Canada changed? How do regional and large urban centre robbery incidence trends compare to national ones?

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[1] See Section III.1.

- What is the prevalence of fire arms use in robberies and how has this characteristic changed since data on armed robberies has been collected? Are armed robberies more peculiar to certain regions or urban centres than to others?

- How have case clearance rates, particularly clearances by arrest, changed over the past ten years, among regions and among urban centres?

- What has been the trend in juvenile arrests for robbery over the past ten years and among regions?

The research problems which follow from general trend information involve the investigation of *reasons* for particular trend changes. For example, if the data indicate a decreasing use of fire arms in the past four years, the impact of sentence enhancements passed in 1977 for arms use during the commission of an indictable offence may be worthy of examination. If data indicate robbery case clearance rates by arrest are significantly higher in some cities than others, research investigating robbery investigative resources and methods may be suggested.

2) Convicted Offenders and Corrections Practices

Because of standardized data collection forms and practices among corrections authorities, particularly among provincial and federal prisons, and because data are usually retrievable by offence type,[1] corrections information systems may provide useful data on characteristics of convicted offenders and on corrections practices throughout Canada. The questions which might be answered using nation-wide corrections data include:

- Can robbery offenders be typified? If so, what are their ages, racia ethnic background and corrections history. Do types vary by region?

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[1] "Most serious offence" in most cases. (See Section III.3)

- What are sentence lengths and types of sentences given to convicted robbery offenders? How much of their sentences are served in institutions, how much on supervision?

- What are parole practices regarding convicted robbery offenders?

We caution that before any nation-based research using corrections data is undertaken, corrections authorities must be questioned regarding their ability to produce the data desired and the probability of errors in their systems. A small sample study to test project costs and outcomes might also be considered.[1] Most importantly, prior to such research the specific issues which the Ministry considers worthy of investigation must be identified. Otherwise, corrections authorities will be confronted with vague requests for "robbery-related data", requests which will waste information system resources and rarely yield satisfactory results.

3) Issues Identification

The third part of the project would begin with a review of the available North American robbery literature, concentrating on the issue areas developed for this report.[2] Interviews with key criminal justice personnel and potential victim groups would be necessary to examine non-government priorities for robbery research. Data provided by the Statistics Canada UCR program and other readily accessible data bases for the first two phases would also be used to label relevant areas of interest. The potential list of robbery issues thus identified would then be reviewed with Ministry personnel in order to select those issues of particular concern to the Ministry. After identifying the specific types of data required to address those issues, and comparing those requirements with this report's assessment of existing data availability and quality, the Ministry would then be in a strong position to identify specific research initiatives that are both relevant and cost effective.

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[1] One could also focus initially on robbery offenders sentenced to federal penitentiaries.

[2] See Introduction, page 2.

V.2 Feasibility of Other Types of Research Projects Examining Specific Issues

Within each chapter, we have noted research projects which appear to be feasible if developed from data in specific systems and locales. As well, we have recommended the commencement of certain "action" research projects to address particular needs brought to our attention during site visits.[1] Potential project topics, and the methods and data sources associated with each project, are summarized in Figure V.1. The figure is not intended as a list of recommended research projects to examine relevant or important robbery issues. In fact, as stated in the introduction, those issues have not been identified. The figure is not intended as a list of problem-free data items and sources. For detailed reviews of the types of problems to be encountered when working with various data systems, see specific chapter sections.

V.3 Recommended Research Priorities

In Chapter I we noted that the mandate for this project excluded the identification of specific robbery-related issues that should receive priority attention in subsequent research. This absence of any list of specific questions to be answered by further research obviously makes the setting of research priorities arbitrary at best. Clearly, one of the first steps to be taken by the Ministry now is to clearly delineate those issues which it considers as requiring priority attention. We therefore recommend that an Overview of Robbery in Canada, including a substantial "issues identification" phase, be initiated as soon as possible.

However, there are a number of projects which we, at this time, feel would yield information of value to a number of groups - and which consequently could be safely commenced soon after the overview is under way. These are listed below.

(a) Convicted Robbery Offenders and Corrections Practices

The Ministry has already stated a preference for nation-wide research where possible. One of the few fairly standardized, available

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[1] "Action" research projects are identified by an * in the figure.

FIGURE V.1

POTENTIAL ROBBERY RESEARCH PROJECTS USING EXISTING DATA

Subject	Method	Data	Data Source
1. Police Response to Robbery Complaints	Statistical trend analysis, Inter-City comparisons	Statistics of robbery complaints by type of victim by response time	Selected police forces: information systems and dispatch data
	Field interviews	Knowledge of technological innovations in dispatching	Selected police forces: Communications Unit
2. Robbery Victimization	Statistical trend analysis, Inter-City comparisons	Occurrence statistics by victim over time	Selected police forces: information systems and Occurrence data
3. Robbery Prevention and Victimization	Above and subjective analysis of police or business-sponsored prevention programs	Above, prevention program application statistics and program evaluations	Very limited number of police forces with computer-documented prevention programs
4. Police Patrol Problems and Innovations in Responding to Robberies	Exploratory Case studies, Field interviews	Sample of robbery occurrence reports, interviews	Selected police forces: Occurrence Report files and Uniform Unit management
5. Robbery Investigative Methods	Exploratory Case studies, Field interviews, Inter-City comparisons	Source documents, case files, management data, robbery Bulletins	Selected police forces: Investigative Unit

FIGURE V.1 (Page 2)

POTENTIAL ROBBERY RESEARCH PROJECTS USING EXISTING DATA

Subject	Method	Data	Data Source
6. Profiles of Robbery Suspects	Statistical analysis	Statistics on Suspect characteristics, modus operandi (from Occurrence Reports) by victim type	Very limited number of police forces which already provide this data in statistical form or maintain systems capable of producing such data efficiently upon special request
7. Robbery Investigative Effectiveness	Statistical analysis, Inter-City comparisons	Sample of Statistics on cases solved, completed, cleared, cleared by arrest over time, by victim where possible	Selected police forces: information systems
	Case studies, On-Site examinations, Field interviews	Occurrence and Follow-up Reports, case documentation, interviews, Court briefs, knowledge of technological innovations, trial outcome documentation	Selected police forces: information systems and Investigative Unit
8. Profiles of Apprehended Robbery Suspects	Statistical analysis, Inter-City comparisons	Statistics on arrested suspect characteristics, modus operandi and criminal history by victim type	Very limited number of police forces which already provide this data in statistical form or maintain systems capable of producing such data efficiently upon special request

FIGURE V.1 (Page 3)

POTENTIAL ROBBERY RESEARCH PROJECTS USING EXISTING DATA

Subject	Method	Data	Data Source
9. Suspect vs Apprehended Suspect Profiles	Comparative Statistical analysis, Inter-City comparisons, Field interviews	Combination of 6. and 8. above, supplemented by interview data	6. and 8. above, and Investigative Unit
10. Treatment of Robbery Offenders by Crown and Courts	Longitudinal Data analysis, Inter-City comparisons	Sample of Police records of case disposition linked with arrest records, occurrence reports containing suspect characteristics, victim type	Selected police forces: information systems, possibly Court Liaison Unit
11 a. Police Training for Robbery Investigations	Case studies Field interviews	Documentation of Training Programs and Resources, Interviews	Selected police forces: Uniform Unit and Investigative Unit Management
11 b. Police Training for Robbery Investigations*	Action Research, Quasi-experimental evaluation design	Forums or other vehicles for training information sharing among cities, follow-up	11. above
12. Technological Innovations in Dispatch and Investigations Related to Robberies*	Action Research, Quasi-experimental evaluation design	Forums, seminars or other vehicles for information sharing, pre-and post-innovation clearance rates	Selected police forces: Investigative Unit and Communications Unit Management

FIGURE V.1 (Page 4)

POTENTIAL ROBBERY RESEARCH PROJECTS USING EXISTING DATA

Subject	Method	Data	Data Source
13. RobberyCase Investigation Information Exchange*	Action Research, Quasi-experimental evaluation design	Inter-City leased telephone lines, funding of robbery Bulletins, cross-country and cross-regional robbery conferences, pre-inaugaration and follow-up data on clearance rates for bank, jewellery store robberies	Selected police forces: Investigative Unit Personnel
14. Organizational Supports for Prevention	Case studies, Field interviews, Inter-City comparisons	Prevention program documentation, Interviews	Selected police forces
15. Utility of RCMP Hold-up Note Collection as Investigative Aid*	Action Research, Subjective follow-up interviews and reexamination of files	Automation of all notes, or installation of computerized index, encouragement of wider use	All police forces, RCMP Hold-up Note System Personnel
16. Robbery Career Patterns	Examination of records, statistical analysis of data applying to several years' cases	Case-specific and statistical information on offender characteristics and criminal history over specified time periods	Correctional Service of Canada and certain provincial correctional data bases, and possibly RCMP FPS records system
17. Court and Prosecutor Responses to Robbery	Statistical Analysis	Case disposition data	Province of Quebec Attorney General's information system and possibly Vancouver's court information system, and above correctional information systems (for custodial sentences)

FIGURE V.1 (Page 5)

POTENTIAL ROBBERY RESEARCH PROJECTS USING EXISTING DATA

Subject	Method	Data	Data Source
18. Bank Robbery Characteristics and Criminal Justice Responses	Statistical trend Analysis, Inter-City and Inter-Regional comparisons	Bank robbery-specific statistics on location, suspect modus operandi, violence, amount stolen, case clearance and case disposition by time period, by region and city	Canadian Bankers' Association information system
19. Bank Robbery Characteristics and Prevention Responses	Same as above combined with survey and/or interviews	Same as above and prevention program documentation	Same as above and regional security managers of selected banks
20. Pharmacy Security Program Evaluation	Case data and statistical analysis survey	Pharmacy crime reports on Offence type, location, drugs taken, suspect information, and documentation of prevention programs	British Columbia College of Pharmacists' data system, possibly information of other Colleges, Pharmacists in B.C.
21. Profiles of Pharmacy Robbery Offenders	Examination and linkage of case-specific data	Sample of suspect-identifiable from pharmacy crime data linked with suspect characteristics (e.g., age, modus operandi, criminal history, association with drugs) from sample of police files	B.C. College of Pharmacists data system and selected police occurrence and criminal history records

FIGURE V.1 (Page 6)

POTENTIAL ROBBERY RESEARCH PROJECTS USING EXISTING DATA

Subject	Method	Data	Data Source
22. Environmental Design and Pharmacy Crime	Analysis of case-specific data, supplemented by telephone interviews	Pharmacy crime survey responses, particularly responses to questions dealing with environmental variables	Ontario Pharmacists' Association annual crime survey, Ontario Pharmacists
23. Convenience Store Operator Communication Stimulus*	Publication of pamphlet(s) on convenience store robbery facts and alternative prevention methods	Victim-specific police statistics, data on robberies and robbery offenders by convenience stores	One Large Convenience Store Chain's information system
24. Convenience Store Operator Education*	Action Research and subjective evaluation	Regional or local forums of convenience store operators, franchisors and police robbery investigators	Convenience store operators and franchisors
25. Criminal Justice Response to Jewellery Store Robbery	Statistical analysis, Inter-City comparisons	Victim-specific police complaint response, occurrence, and case clearance statistics	Selected police forces: with statistical output by victim capability
26. Insurance Industry's Role in Robbery Investigation and Prevention	Interviews, Reviews of Literature	Insurance Management knowledge of convenience store, pharmacy, jewellery store and other types of business robberies, and documentation of prevention programs	Property Insurance industry managers

sources of robbery data across Canada is the corrections Ministry or Department, at both the provincial and federal level. As noted in the previous section, data from this source could be used to assemble profiles of convicted robbery offenders in various regions over time and to examine robbery sentencing practices. However, we suggest that a small sample be drawn of offender-specific and statistical outputs from provincial corrections systems prior to the initiation of a large-scale research project using those sources. On the other hand, analysis of Canada-wide robbery data for offenders sentenced to federal penitentiaries could begin as soon as the government has begun to identify the issues it considers important to address.

(b) Action Research on Police Investigative Aids

Our site visits indicate that police investigative units could benefit substantially from at least three devices to increase intercity communication about robbery suspects and investigative methods. Assuming that the Ministry is interested in improving investigative impacts, it could encourage and/or fund the installation of contracted telephone lines among major city investigative units. As well, it could host regular national and regional robbery seminars where investigators could share both case-specific information and general investigative knowledge, including new analytic methods and uses of technology. Finally, the Ministry could assist major urban police forces in distributing Robbery Bulletins to each other. All of these innovations could be subjected to before-after evaluations.

(c) Pharmacy Robbery and Robbery Prevention

The Ministry has already recognized pharmacy crime, including robbery, as a problem worthy of research attention and pharmacists, unlike many other business victims, have already organized provincially and nationally to address this problem. We recommend that research resources be devoted to a more accurate assessment of the problem, to the profiling of pharmacy crime offenders and to the evaluation of specific prevention programs in selected areas. Data from selected colleges of pharmacy, pharmacy associations, police forces and courts would all be necessary for this project. Appendix D is an expanded proposal for pharmacy crime research.

(d) Convenience Store Robbery and Robbery Prevention

Research performed in the course of this project has highlighted the need for a better understanding of convenience store robbery and robbery prevention methods among victims, and particularly for a vehicle to stimulate communication about these subjects among victim groups such as operators and franchisors. We believe this purpose could best be accomplished through the publication of a pamphlet on convenience store robbery facts (e.g., time and location risks, volume as compared to volume of robberies against other victims, police case clearance data, suspect and offender characteristics) and alternative prevention methods. Data sources for such a pamphlet include selected victim-specific police statistics and statistics on victimization and prevention compiled by one large convenience store chain.

The pamphlet publication could be distributed at Ministry-sponsored forums on convenience store robbery, attended by potential victims, police investigative personnel and members of the property insurance industry.

(e) Bank Robbery Analysis and Prevention

Another issue presumed to be of interest to the Ministry is the acknowledged recent steep increase in bank robberies experienced by most urban centres in Canada. We recommend that the Canadian Bankers' Association information system (if accessible for such a research purpose) be fully utilized to provide the Ministry with a greater understanding of this phenomenon. We also suggest that data from the system be related to data on various robbery prevention methods as the basis for evaluative work in this area.

Beyond these 6 projects, several of the research studies listed in Figure V.1 seem, to us, both feasible and of value. However, their relevance and value to the Ministry and to other groups can only be adequately assessed through the type of issues identification project recommended earlier.

Finally there are several areas of robbery research which would involve investigation of data sources not examined for this report. These include:

- A general research project to probe the extent of robbery victimization and business community responses among small retailers of all types. Preliminary data collected from one site visit indicate that Chambers of Commerce are very active in this area and that some police forces have begun to treat small retail robberies as a problem to be addressed by entire business communities in particular locales.

- A more specific research project investigating the volume, nature and causes of personal robberies. Although the Ministry wished us to concentrate our data collection efforts on business robberies, our data suggest that personal robberies may be a substantial problem in at least small cities and furthermore, may receive a totally different police response from other types of robberies.

- A cross-national research project on robbery characteristics and public attitudes toward robbery. Among business victims interviewed for this report, we detected substantial fear of violent, armed robberies and a cynicism about criminal justice responses to the crime, derived largely from U.S. literature on the subject. We predict that a study using police, courts and corrections statistics would illustrate the distinct differences in prevalence, weapons use, offender characteristics and criminal justice responses related to robbery between the United States and Canada. (U.S. data on these subjects are readily available through several government-sponsored projects in selected urban areas.) Such a project would give Canadian business victims a more realistic picture of the problems they face and would assist them in developing appropriate prevention programs.

APPENDIX A

ROBBERY PROJECT DATA COLLECTION INSTRUMENTS

	Page No.
INTRODUCTORY LETTER	A.1-A.2
ROBBERY DATA SOURCE QUESTIONNAIRE	A.3-A.6
ROBBERY DATA SOURCE QUESTIONNAIRE (FRENCH VERSION)	A.7-A.11
ON-SITE INTERVIEW SCHEDULE	A.12-A.21
SPECIAL QUESTIONS FOR BUSINESS VICTIMS	A.22

Dear

As you are aware, there is mounting concern about the crime of robbery in Canada. One of the problems in responding to this concern is the dearth of reliable and relevant information on the issue. The Ministry of the Solicitor General of Canada has therefore initiated a major study of robbery. This research will focus on specific topics dealing with robbery of both persons and commercial establishments, and the response to robbery incidents and offenders by the private sector and the criminal justice system.

As the first phase in this study, we have been contracted to compile an inventory of relevant robbery data sources. We are asking a selected group of organizations to describe the scope, quality and availability of information they maintain on the following topics as they relate to robbery:

- targets or victims
- circumstances of the offence
- characteristics of the offender
- prevention strategies
- enforcement activities
- sentencing practices
- correctional and parole activities
- private sector responses

The above types of information may be contained in one or a number of manual or automated information systems maintained by your organization. We request your assistance in this project by completing the attached questionnaire for each of these information systems. Please include any data source, no matter how small or informal, which contains organized information about any of the above topics (for example, a card file held by a temporary unit specializing in robbery investigation). In addition, descriptions of regularly scheduled reports containing related data, whether derived from these systems or independently compiled, would be especially useful.

Secondly, we would be most interested in any special studies or projects which your organization may have undertaken to address your concerns with robbery, its impact and control. We would also appreciate receiving a copy of any reports or descriptions of the project if available, along with the name of a contact person to whom we could address further correspondence.

We would appreciate receiving the completed questionnaire and any requested reports by May 7th. All materials will remain confidential. No participating organizations will be identified by name in our final report without your prior permission.

Thank you in advance for your participation in this survey. Should you have any questions, please feel free to contact Brenda Billingsley at (416) 968-2217 or Carolyn Canfield at (613) 995-4811, Ext. 170.

Yours sincerely,

Brenda Billingsley
Research Associate

/mf

encl.

April 13, 1982

ROBBERY IN CANADA

INFORMATION SOURCE SURVEY

This questionnaire is part of a study commissioned by the Federal Solicitor General to assess the scope, quality and availability of information sources on the crime of robbery in Canada. It requests your co-operation in describing the systems and data your organization maintains on the following topics as they relate to robbery: targets or victims; circumstances of the offence; characteristics of the offender; prevention strategies, enforcement activities; sentencing practices; correctional and parole activities; and, private sector responses.

Please fill out one questionnaire for each system holding relevent information and attach requested forms and reports. By system, we mean any data source, no matter how small or informal, which contains organized information about any of the above topics (for example, a card file held by a temporary unit specializing in robbery investigation). Should you have any questions, please feel free to contact Brenda Billingsley at (416) 966-2217 or Carolyn Canfield (613) 995-4811, Ext. 170.

Information System Name :________________________

Responsible Branch/Division Office:________________________

Your Name and Position :________________________

1. CONTENT DESCRIPTION

   a. Documentation of System

   Please attach Data Element Dictionary and/or Coding Manual or Describe Data Collected:________________________

April 13, 1982

b. Information Completeness

. Define all persons who qualify for inclusion in this system:

____

____

. Persons Excluded: ______________________________

____

. Define all events which qualify for inclusion in this system:

____

____

. Events Excluded: ______________________________

____

. System Lifespan

Start Date: ______________________________

Fully Operational Date (if different from above):

____

End Date: ______________________________

2. PHYSICAL DESCRIPTION (please check all that apply)

a. Type

( ) Automated/Computerized System
Languages used for retrieving individual records

____

____

Languages used for preparing statistical summary reports

____

____

( ) Manual or Paper File
( ) Other (please describe) ______________________________

____

b. Information Keys

(Please check each type of record below for which a separate file exists, then check the appropriate sort keys)

FILED (SORTED) BY:

A separate file exists containing records for each:	Record No.	Name (Alpha)	Date	Location	Offence Type
☐ Victim/Target	☐	☐	☐	☐	☐
☐ Incident	☐	☐	☐	☐	☐
☐ Case	☐	☐	☐	☐	☐
☐ Suspect/Offender	☐	☐	☐	☐	☐
☐ Other	☐	☐	☐	☐	☐
(specify)____________________	☐	☐	☐	☐	☐
____________________	☐	☐	☐	☐	☐
☐ Combinations of above	☐	☐	☐	☐	☐
(specify)____________________	☐	☐	☐	☐	☐
____________________	☐	☐	☐	☐	☐
____________________	☐	☐	☐	☐	☐

RECORDS ARE RETRIEVABLE BY:

A separate file exists containing records for each:	Record No.	Name (Alpha)	Date	Location	Offence Type
☐ Victim/Target	☐	☐	☐	☐	☐
☐ Incident	☐	☐	☐	☐	☐
☐ Case	☐	☐	☐	☐	☐
☐ Suspect/Offender	☐	☐	☐	☐	☐
☐ Other	☐	☐	☐	☐	☐
(specify)____________________	☐	☐	☐	☐	☐
____________________	☐	☐	☐	☐	☐
☐ Combinations of above	☐	☐	☐	☐	☐
(specify)____________________	☐	☐	☐	☐	☐
____________________	☐	☐	☐	☐	☐
____________________	☐	☐	☐	☐	☐

3. ADMINISTRATIVE DESCRIPTION

a. Quality Control Procedures:________________________

b. Please list specific linkages, formal or informal, with other systems:________________________

c. Present uses of the system (please identify user and application):________________________

d. Are regular reports prepared?

( ) No

( ) Yes, please attach sample report and/or describe:

e. Access conditions and authority (attach any relevant documentation):

f. Any plans for expansion, addition or replacement?

( ) No

( ) Yes, please describe:________________________

THANK YOU FOR YOUR TIME IN PROVIDING THIS INFORMATION.

PLEASE REMEMBER TO INCLUDE REQUESTED DOCUMENTS WITH YOUR RESPONSE.

Please return completed questionnaire by April 30th to:

Brenda Billingsley
Robbery Project
The Research Group
Suite 501
720 Spadina Avenue
Toronto, Ontario
M5S 2T9

April 13, 1982

LE VOL QUALIFIE AU CANADA
ETUDE SUR LES SOURCES D'INFORMATION

Ce questionnaire fait partie de la recherche subventionnée par le Ministère du Solliciteur Général et qui a pour but de déterminer la nature, la qualité ainsi que l'accessibilité des sources d'information en matière de vol qualifié au Canada. Nous sollicitons votre collaboration en nous fournissant une description détaillée des données dont votre organisme dispose au sujet des thèmes suivants : cibles ou victimes, circonstances entourant le vol qualifié, caractéristiques des voleurs, stratégies de prévention, activités de contrôle, pratiques en matière de "sentencing", pratiques en matière correctionnelle et de libération conditionnelle, et enfin, réactions des secteurs privés.

Nous vous demandons de bien vouloir compléter un questionnaire pour chacun des systèmes d'information et de joindre les pièces demandées. Par système d'information nous entendons toute source de données, sans égard à son volume d'information ou à son caractère formel ou informel. Pour toutes questions, veuillez communiquer avec mon assistante, Rosette Gagnon (514) 343-5812.

Système d'information : ____________________

Division responsable : ____________________

Votre nom et position : ____________________

1. DESCRIPTION DU CONTENU

a. Documention du système

S'il vous plaît, veuillez joindre la liste des éléments contenus dans le système et/ou le manuel de codage ou encore la description des données colligées: ____________________

____

____

____

____

____

____

____

____

b. Description détaillée des informations

. Définir quelles sont les personnes susceptibles de se retrouver dans ce système:

____

____

. Quelles sont les personnes qui en sont exclues ?

____

____

. Définir les évènements susceptibles de se retrouver dans ce système : ____________________________

____

.Quels sont les évènements qui en sont exclus ?

____

____

. Précisions sur le système :

. Date de sa mise sur pied:

____

. Date à partir de laquelle il est en pleine opération (si différente de la précédente) :

____

. Date à laquelle il se termine :

____

2. DESCRIPTION PHYSIQUE (cocher tout ce qui s'applique)

a. Type

(   ) Informatisé

Quels sont les langages utilisés pour enregistrer les données ? ____________________________

____

Quels sont les langages utilisés pour préparer les rapports statistiques ?

____

____

( ) Manuel ou fiches de classement

( ) Autre (décrire) ____________________

____

b. Clés de l'information

(Cocher chacun des items où une fiche séparée existe puis cocher les autres cases appropriées)

	DONNES ENREGISTREES SELON :				
Une fiche séparée existe et contient des informations sur :	Dossier No.	Nom (Alpha)	Date	Lieu	Type d'infraction
( ) Cibles/Victimes	( )	( )	( )	( )	( )
( ) Incident	( )	( )	( )	( )	( )
( ) Cas	( )	( )	( )	( )	( )
( ) Suspect/Voleur	( )	( )	( )	( )	( )
( ) Autre	( )	( )	( )	( )	( )
Préciser : ____________	( )	( )	( )	( )	( )
____________	( )	( )	( )	( )	( )
	( )	( )	( )	( )	( )
( ) Combinaison des rubriques	( )	( )	( )	( )	( )
précédentes	( )	( )	( )	( )	( )
Préciser : ____________	( )	( )	( )	( )	( )
____________					

	DONNEES PEUVENT ETRE RETROUVEES SELON :				
Une fiche séparée existe et contient des informations sur :	Dossier No.	Nom (Alpha)	Date	Lieu	Type d'infraction
( ) Cibles/Victimes	( )	( )	( )	( )	( )
( ) Incident	( )	( )	( )	( )	( )
( ) Cas	( )	( )	( )	( )	( )
( ) Suspect/Voleur	( )	( )	( )	( )	( )
( ) Autre	( )	( )	( )	( )	( )
Préciser : ____________	( )	( )	( )	( )	( )
____________	( )	( )	( )	( )	( )
( ) Combinaison des rubriques	( )	( )	( )	( )	( )
précédentes	( )	( )	( )	( )	( )
Préciser : ____________	( )	( )	( )	( )	( )
____________	( )	( )	( )	( )	( )

3. DESCRIPTION DE NATURE ADMINISTRATIVE

a. Procédures relatives au contrôle de la qualité : ______________________

____

b. Décrire les liens spécifiques, formels ou informels qui relient ce système à d'autres de vos systèmes :

____

____

____

c. Quel usage faites-vous actuellement de ce système ? (Identifier les utilisateurs et l'application qu'ils en font) :

____

____

d. Des rapports sont-ils préparés régulièrement ?

( ) Non

( ) Oui, s'il vous plaît, joindre une copie échantillon de ces rapports ou en faire la description

____

____

e. Quelles sont les conditions suivant lesquelles ces rapports peuvent être obtenus et à qui faut-il s'adresser ? (joindre toute documentation pertinente)

____

f. Avez-vous dans vos projets de modifier le système, de lui ajouter ou lui soustraire des éléments ?

( ) Non

( ) Oui, préciser ______________________

____

____

- MERCI DE VOTRE COLLABORATION. NE PAS OUBLIER D'INCLURE LES DOCUMENTS DANS VOTRE REPONSE.

VEUILLEZ RETOURNER LE TOUT A :

- Marc LeBlanc -
Directeur,
Groupe de Recherche sur
l'Inadaptation Juvénile
Université de Montréal
Case Postale 6128, Succursale "A"
Montréal - P.Q.
H3C-3J7

Revised: July 29, 1982

ROBBERY INFORMATION SOURCES

PHASE IB

INTERVIEW GUIDE: FACE SHEET

Section 1: Information Process for Individual Case

For each stage (below) in the handling of a typical robbery case, the following topics should be covered:

1.1 What information is collected/generated?

1.2 From what sources?

1.3 By whom?

1.4 How is it recorded? Obtain copies of forms.

1.5 How accurate and complete is the information?

1.6 What types of information are needed but are not collected?

1.7 How is the information used (Primary and Secondary uses)

1.8 Who may have access to it? (Internal and External, including victim)

1.9 Who is it distributed to? (Both formally and informally)

1.10 If computerized information system exists, how much use is made of it for operational purposes?

Section 2: Uses of Data Collections

For each form or entry type noted in Section1, the following topics should be addressed:

2.1 Where and how are data stored, compiled, processed, systematized, analyzed?

2.2 What are administrative uses of data?

- (a) Daily/weekly/monthly/yearly statistics
- (b) Forecasting
- (c) Program Planning
- (d) Manpower Allocation
- (e) Budgeting
- (f) Monitoring/Evaluation
- (g) Training

2.3 To whom (or what is summary data disseminated?

- (a) Internal
- (b) External
  - (e.g. other police forces, Stats Can., Bureau of Dangerous Drugs, insurers, media, victim/business groups

2.4 Is data used in the design or implementation of prevention strategies? If so, how? At what level?

DATE____________________

INTERVIEWEE____________________

SECTION/UNIT____________________

ROBBERY INFORMATION SOURCES

A. COMPLAINT/RESPONSE STAGE

FORM NAME	SECTION 1 INDIVIDUAL CASE	SECTION 2 COLLECTIONS OF DATA

DATE____________________

INTERVIEWEE____________________

SECTION/UNIT____________________

ROBBERY INFORMATION SOURCES

B. INVESTIGATION STAGE

FORM NAME	SECTION 1 INDIVIDUAL CASE	SECTION 2 COLLECTIONS OF DATA

DATE________________________

INTERVIEWEE____________________

SECTION/UNIT___________________

ROBBERY INFORMATION SOURCES

B. INVESTIGATION STAGE

FORM NAME	SECTION 1 INDIVIDUAL CASE	SECTION 2 COLLECTIONS OF DATA

DATE______________________________

INTERVIEWEE________________________

SECTION/UNIT_______________________

ROBBERY INFORMATION SOURCES

C. ARREST STAGE

(May include laying of information, warrant, summons)

FORM NAME	SECTION 1 INDIVIDUAL CASE	SECTION 2 COLLECTIONS OF DATA

DATE____________________

INTERVIEWEE____________________

SECTION/UNIT____________________

ROBBERY INFORMATION SOURCES

D. LAYING OF CHARGE STAGE
(Includes case preparation)

FORM NAME	SECTION 1 INDIVIDUAL CASE	SECTION 2 COLLECTIONS OF DATA

DATE____________________

INTERVIEWEE____________________

SECTION/UNIT____________________

ROBBERY INFORMATION SOURCES

E. CONVICTION/SENTENCING STAGE

(Includes case preparation, assisting Crown, attending as witness)

FORM NAME	SECTION 1 INDIVIDUAL CASE	SECTION 2 COLLECTIONS OF DATA

DATE____________________

INTERVIEWEE____________________

SECTION/UNIT____________________

ROBBERY INFORMATION SOURCES

F. RELEASE FROM PRISON, PENITENTIARY, PROBATION STAGE

FORM NAME	SECTION 1 INDIVIDUAL CASE	SECTION 2 COLLECTIONS OF DATA

Section 3: Proactive Robbery Programs and Policies

This section is to be used to discuss any programs or policies not resulting specifically from data collected during the course of robbery investigations, or case tracking. (e.g. preventive programs may arise from conferences, literature, independent source).

NOTES FOR BUSINESS INTERVIEW

1. We are interested in the involvement of the business victim with the police at every stage of the law enforcement process. This involvement should therefore be emphasized when discussing individual cases (Section 1).

   Addition for C (Arrest) through E (Sentence): Is the business notified of the progress and outcome of the case?

2. As well, we need to know how large businesses themselves (e.g., oil companies, convenience store chains) collect, process and use information about robberies upon their small establishments (e.g., gas stations, convenience stores). These issues are particularly relevant for organizations with Security Departments.

3. Section 2 - Additions for Business

   2.3.b) To what external sources is summary data disseminated?

   (e.g., re-contact with police, business organizations, competitors, consumers)

   2.4. Is data used in the design or implementation of prevention strategies? If so, how?

   - Security of premises should be delineated from security of operators and customers.
   - Is the employee training program considered part of an overall security strategy?

   2.5. Is data used for lobbying purposes? (e.g., pressing government to change laws, backing up a request to City Council for increased lighting in business district or to police for more evening patrols).

APPENDIX B

SAMPLE POLICE DATA COLLECTION INSTRUMENTS

Page No.

COMPLAINT CARD B.1

GENERAL OCCURRENCE REPORT B.2

SUPPLEMENTARY REPORT B.3

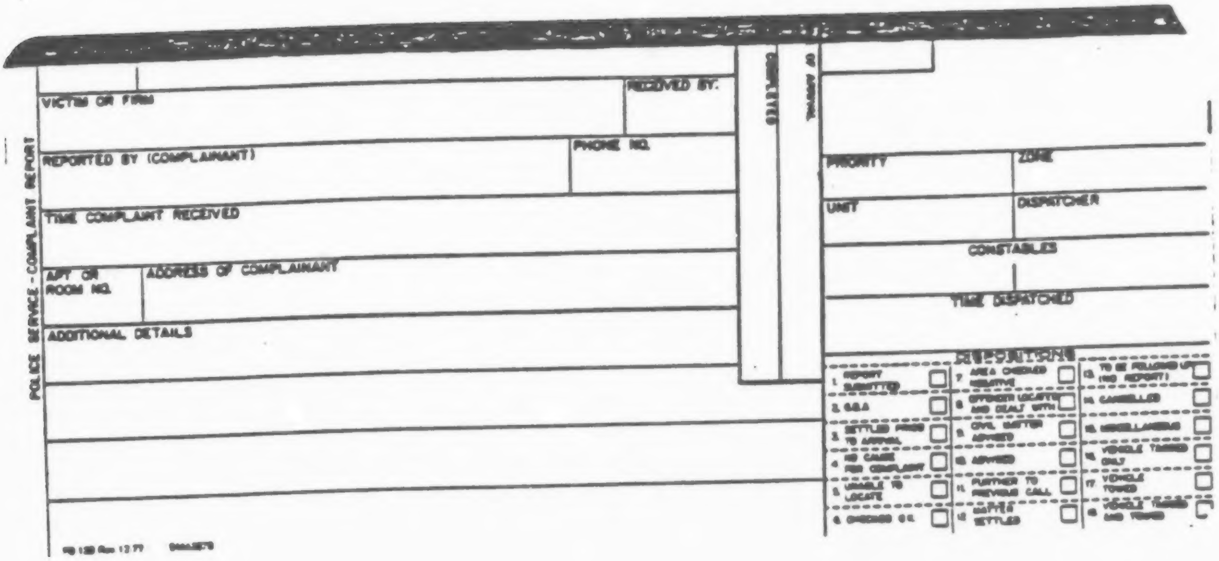
ARREST REPORT B.4

IDENTIFICATION PROCESSING FORM B.5

PERSON CHECK B.6

OCCURRENCE CLASSIFICATION CARD B.7

COMPLAINT CARD



POLICE SERVICE - COMPLAINT REPORT

RECEIVED BY:

VICTIM OR FIRM

REPORTED BY (COMPLAINANT)

PHONE NO.

TIME COMPLAINT RECEIVED

APT OR ROOM NO.

ADDRESS OF COMPLAINANT

ADDITIONAL DETAILS

COMPLETED

OF ARRIVAL

PRIORITY

ZONE

UNIT

DISPATCHER

CONSTABLES

TIME DISPATCHED

DISPOSITIONS

1. REPORT SUBMITTED ☐
2. G.O.A ☐
3. SETTLED PRIOR TO ARRIVAL ☐
4. NO CAUSE FOR COMPLAINT ☐
5. UNABLE TO LOCATE ☐
6. CHECKED O.K. ☐
7. AREA CHECKED NEGATIVE ☐
8. OFFENDER LOCATED AND DEALT WITH ☐
9. CIVIL MATTER ADVISED ☐
10. ADVISED ☐
11. FURTHER TO PREVIOUS CALL ☐
12. MATTER SETTLED ☐
13. TO BE FOLLOWED UP (NO REPORT) ☐
14. CANCELLED ☐
15. MISCELLANEOUS ☐
16. VEHICLE TAGGED ONLY ☐
17. VEHICLE TOWED ☐
18. VEHICLE TAGGED AND TOWED ☐

[illegible] Rev 12.77 [illegible]

B.2

1

Occ Class

Incident No

Occurrence No

Type of Occurrence

Date & Time of Occurrence (Time or Between) (Day/Mo/Yr)

Location

☐ Hazard

How Offence Committed

Means (Weapons/Tools Used)

Victim/Complainant

Surname

Given Names

Address

☐ Hazard

Sex

DOB Day Mo Yr

Mar St

Occupation

Condition ☐ Sober ☐ HBD ☐ Intox ☐ Drugs

Home Phone

Place of Employment/Employer

Bus Phone (Ext /Local)

Reported By

Surname

Given Names

Address

☐ Hazard

DOB Day Mo Yr

Relationship to Victim/Complainant

Condition ☐ Sober ☐ HBD ☐ Intox ☐ Drugs

Home Phone

Place of Employment/Employer

Bus Phone (Ext /Local)

Vehicle Used

Type

Licence No

Lic Yr

Lic Prov

Veh Yr

Make

Model

Style

Colour

VIN

Persons

Identify by name, address, sex, DOB, I D features, place of employment, driver's licence no , SIN, etc

☐ Arrested ☐ Warrant

☐ Summoned ☐ Suspect (State why.)

I D Possible?

☐ No ☐ Yes (By whom?)

F P S No

Hazard Remarks (Must be completed if Hazard checked)

Reporting Officer (Full Name/Rank/No)

Date/Time Report Taken Day Mo Yr Time

Other Officer(s) Attending

I D Officer Responding

Report Checked by (Full Name/Rank/No)

Case Reassigned to By Date

Report Checked by (Full Name/Rank/No)

Occ Status (If Invest Comp , check Solved or Unsolved) Ind /Date

☐ Invest Cont ☐ Invest Comp ☐ Solved ☐ Unsolved

Description of Property or Injuries
(Include serial no's)

Value
$

Damaged
$

Recovered
$

Office Only

Stats Can Chg

Other

Unf

Pers Chg

Adults M F

Juvenile M F

Inf

Data Entry

Data Verif

Date Received in Records

CPIC Codes on Reverse

Supplementary Report

☐ Occurrence
☐ Arrest

Division/Patrol Area/Atom
Occ Class
Incident No
Occurrence No
Type of Occurrence
Reference ☐ Victim/Complainant ☐ Accused
Surname (or Name & Type of Business)
Given Names
Address
☐ Hazard

Hazard Remarks (Must be completed if Hazard checked)

Office Only
Stats Can Chg
Other
Unf
Pers Chg
Adults M F
Juveniles M F
Ind
Data Entry
Data Verif
Date Received in Records

Reporting Officer (Full Name/Rank/No.)
Date/Time of this Report Day Mo Yr Time
Other Officer(s) Attending
I.D. Officer Responding
Report Checked by (Full Name/Rank/No.)
Case Reassigned to
By
Date
Report Checked by (Full Name/Rank/No.)
Occ. Status (If Invest. Comp., check Solved or Unsolved)
Init./Date
☐ Invest Cont ☐ Invest Comp ☐ Solved ☐ Unsolved

1

[illegible]

[illegible]

Specify Type of Injuries Sustained, Type of Force Used, Sufficient Details for Plea of Guilty, Co-accused, etc., if applicable

Notified ☐ Spouse ☐ Parent ☐ Guardian ☐ Next of Kin ☐ Other | Name
Address | Home Phone
Statement Taken ☐ Yes ☐ No | Form of Release | Bail Hearing ☐ Yes ☐ No
Bail & Release Recommendations
Released by ☐ Officer ☐ J P | Name
Date & Time of Release | Court | Court Date & Time
Prisoner's Property Taken
Cash Taken $ | Where Property Stored
Booking Officer (Full Name, Rank, No) | Prisoner's Signature
Office Only: Stats Can Chg | Other | Unf | Pers Chg | Adults M F | Juveniles M F | Inf
Data Entry | Data Vfd | Date Rec'd in Records

Division/Patrol Area/Atom | Occ Class | Incident No | Occurrence No

Accused
Surname | Given Names 1-5 | Alias
Address | Home Phone
Sex | Date of Birth Day Mo Yr | Mar St | HHT (Height) | Mass (Weight) | Race ☐ White ☐ Non-white
Hair Colour | Eye Colour | Place of Birth | F P S No
Social Insurance No — — | Driver's Licence No | Lic Prov
Occupation | CNI Caution ☐ V ☐ E ☐ M ☐ S | Condition ☐ Sober ☐ HBD ☐ Intox ☐ Drugs
Physical/Mental Condition, Marks, Scars, Tattoos, Outstanding Features
Place of Employment/Employer/School/Grade | Bus. Phone | Ext./Local

Veh. Used
Type | Make | Colour | Licence No | Lic Prov | Lic Yr

Charges (If warrant executed, state type)

Date & Time of Offence | Location of Offence ☐ Hazard
Date & Time of Arrest | Location of Arrest ☐ Hazard

Victim/Complainant
Surname | Given Names 1-5 | Date of Birth Day Mo Yr | Notified* ☐ Yes ☐ No
Address | Phone

Property | Value $ | Where Stored

Hazard Remarks (Must be completed if Hazard checked)

Arresting Officer (Full Name, Rank, No) | I D Officer Responding
Other Officer(s) Attending | Case Reassigned to | By | Date
Report Checked by (Full Name, Rank, No) | Report Checked by (Full Name, Rank, No)

CPIC Codes on Reverse

OPC 036 (9/78)

1

B.4

IDENTIFICATION PROCESSING FORM

ECIB NUMBER | FPS NUMBER | CASE FILE NUMBER | FINGERPRINT CLASSIFICATION

SURNAME | GIVEN NAMES | SEX M F

FORMER NAMES, ALIASES, NICKNAMES, MAIDEN NAMES, ETC. | MARITAL STATUS

RESIDENCE ADDRESS

NAME AND ADDRESS OF NEXT OF KIN

DATE AND TIME FINGERPRINTED | OCCUPATION AND EMPLOYER

DATE OF BIRTH | APPARENT AGE | PLACE OF BIRTH | IF FOREIGN BORN, ARRIVAL DATE IN CANADA

HEIGHT

METRIC HEIGHT cm

WEIGHT

MASS (kg)

EYE COLOUR
1 ○ Grey
2 ○ Blue
3 ○ Black
4 ○ Maroon
5 ○ Brown
6 ○ Hazel
7 ○ Green
8 ○ Separate Colours

EYE DEFECTS (LT / RT)
1 ○ Cast Eye ○ 2
3 ○ Missing, Blind, Artificial ○ 4
5 ○ Near Sighted
6 ○ Wears Glasses
7 ○ Blinks Excessively
8 ○ Cross-Eyed

HAIR COLOUR
1 ○ Blonde
2 ○ Red
3 ○ Brown
4 ○ Black
5 ○ Grey
6 ○ Part Grey
7 ○ Bald

HAIR TYPE
1 ○ Bald
2 ○ Part Bald
3 ○ Very Short
4 ○ Curly/Wavy
5 ○ Straight
6 ○ Bushy
7 ○ Long

RACE
1 ○ White
2 ○ Black
3 ○ Oriental
4 ○ Native Indian
5 ○ East Indian/Arab, Etc.

COMPLEXION
1 ○ Medium
2 ○ Fair
3 ○ Ruddy
4 ○ Freckled
5 ○ Pockmarked or Pimply
6 ○ Dark

TEETH
1 ○ Protruding
2 ○ Irregular
3 ○ Gold/Silver Visible
4 ○ Stained
5 ○ Visible Decay
6 ○ False
7 ○ Visible Missing
8 ○ Chipped

BUILD
1 ○ Thin
2 ○ Slender
3 ○ Average
4 ○ Stocky
5 ○ Fat

SPEECH
1 ○ Foreign or Broken English
2 ○ Lisp
3 ○ Stutters

SCARS (LT / RT)
1 ○ Face/Head ○ 2
3 ○ Hand/Wrist/Arm ○ 4
5 ○ Leg ○ 6
7 ○ Neck
8 ○ Nose
9 ○ Chin
10 ○ Upper Lip
11 ○ Lower Lip
12 ○ Other

MARKS (LT / RT)
21 ○ Face/Head ○ 22
23 ○ Hand/Wrist/Arm ○ 24
25 ○ Leg ○ 26
27 ○ Neck
28 ○ Nose
29 ○ Chin
30 ○ Upper Lip
31 ○ Lower Lip
32 ○ Other

TATTOOS (LT / RT)
41 ○ Arm ○ 42
43 ○ Hand ○ 44
45 ○ Finger ○ 46
47 ○ Leg ○ 48
49 ○ Head
50 ○ Chest/Neck
51 ○ Other

AMPUTATIONS (LT / RT)
61 ○ Ear ○ 62
63 ○ Arm ○ 64
65 ○ Leg ○ 66
67 ○ Hand ○ 68
69 ○ Foot ○ 70
71 ○ Finger ○ 72
73 ○ Other

DEFORMITIES (LT / RT)
80 ○ Ear ○ 81
82 ○ Arm ○ 83
84 ○ Leg ○ 85
86 ○ Hand ○ 87
87 ○ Foot ○ 89
90 ○ Finger ○ 91
92 ○ Hunch Back
93 ○ Lame
94 ○ Left Handed
95 ○ Mental Ret.
96 ○ Deaf/Dumb
97 ○ Prominent Ear
98 ○ Hearing Aid
99 ○ Other

MUSTACHE
1 ○ Yes

BEARD
1 ○ Yes

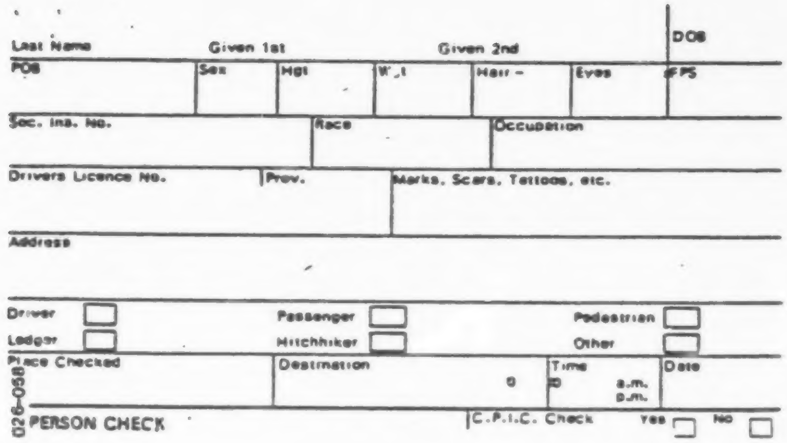
DESCRIPTION OF MARKS, SCARS, TATTOOS, DEFORMITIES, ETC. — (USE REFERENCE NUMBER ABOVE)

OFFENCES AND DISPOSITIONS — INDICATE IF TRIAL BY SUMMARY CONVICTION OR INDICTMENT FOR DUAL PROCEDURE OFFENCES

VIOLENCE ☐ 1
ROBBERY ☐ 2
WEAPON ☐ 3
B & E ☐ 4
THEFT-MV ☐ 5
THEFT ☐ 6
DRUGS ☐ 7
FRAUD ☐ 8
SEX ☐ 9
OTHER C.C. ☐ 10
OTHER F.S. ☐ 11
FAIL ATTEND ☐ 12
ARSON ☐ 13
PARDONS ☐ 14
NO-CONVICT. - 2 YR. ☐ 15
NO-CONVICT - 5 YR. ☐ 16
DISCHARGE ABS. ☐ 17
DISCHARGE COND. ☐ 18

DATE ARRESTED | DATE REMANDED TO | COURT

PERSON CHECK



Last Name | Given 1st | Given 2nd | DOB

POB | Sex | Hgt | Wgt | Hair | Eyes | FPS

Soc. Ins. No. | Race | Occupation

Drivers Licence No. | Prov. | Marks, Scars, Tattoos, etc.

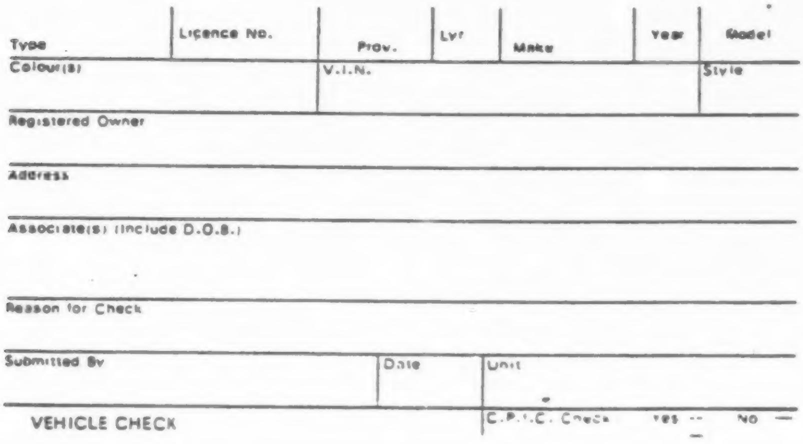
Address

Driver ☐ Passenger ☐ Pedestrian ☐

Lodger ☐ Hitchhiker ☐ Other ☐

Place Checked | Destination | Time a.m. p.m. | Date

026-058 PERSON CHECK | C.P.I.C. Check Yes ☐ No ☐



Type | Licence No. | Prov. | Lvr | Make | Year | Model

Colour(s) | V.I.N. | Style

Registered Owner

Address

Associate(s) (Include D.O.B.)

Reason for Check

Submitted By | Date | Unit

VEHICLE CHECK | C.P.I.C. Check Yes -- No —

Occurrence Classification Card

Occ. Class

ROBBERIES - 1981

DATE	TIME	LOCATION	VICTIM	OCC NO

SRP #C-6 (1/80)

OCCURRENCE CLASSIFICATION CARD

APPENDIX C

SAMPLE GOVERNMENT DATA COLLECTION INSTRUMENTS

Page No.

UNIFORM CRIME REPORTS REPORTING FORM C.1-C.12

Statistics Canada Statistique Canada

Authority – Statistics Act, Chapter 15, Statutes of Canada 1970-71-72.

Justice Statistics Division

FORM "C" – CRIME STATISTICS

Complete and return this co
to Statistics Canada in the
closed envelope on or before
the 15th of the month.

Date submitted

Day | Month | Y-

Signature of head of department

OFFENCES	Reported or known to police	Un-founded	Actual number	OFFENCES CLEARED		PERSONS DATA			
				By charge	Otherwise	Adults		Juveniles	
						Charged		Charged	
						Male	Fem.	Male	Fem.
1	2	3	4	5	6	7	8	9	10
HOMICIDE* TOTAL 001									
Murder, First degree 002									
Murder, Second degree 003									
Manslaughter 004									
Infanticide 005									
ATTEMPTED MURDER – TOTAL 006									
SEXUAL OFFENCES TOTAL 007									
Rape 008									
Indecent Assault – Female 009									
Indecent Assault – Male 010									
Other Sexual Offences 011									
ASSAULTS (not indecent) TOTAL 012									
Wounding 013									
Bodily Harm 014									
Police 015									
Other peace-public officers 016									
Other Assaults 017									
ROBBERY TOTAL 018									
Firearms 019									
Other offensive weapons 020									
Other Robbery 021									

4-2400-92.1: 12-9-79

* (See Supplementary Homicide instructions on page four.)

OFFENCES	Reported or known to police	Un-founded	Actual number	OFFENCES CLEARED		PERSONS DATA				
				By charge	Otherwise	Adults		Juveniles		
						Charged		Charged		Not Charge
						Male	Fem.	Male	Fem.	
1	2	3	4	5	6	7	8	9	10	11
BREAKING AND ENTERING TOTAL 022										
Business premises 023										
Residence 024										
Other Break and Enter 025										
THEFT – MOTOR VEHICLE TOTAL 026										
Automobiles 027										
Trucks 028										
Motorcycles 029										
Other Motor Vehicles .. 030										
THEFT OVER $200 TOTAL 031										
Bicycles 032										
From motor vehicles 033										
Shoplifting 034										
Other thefts over $200 035										
THEFT $200 AND UNDER TOTAL 036										
Bicycles 037										
From motor vehicles 038										
Shoplifting 039										
Other thefts $200 and under 040										
HAVE STOLEN GOODS 041										
FRAUDS TOTAL 042										
Cheques 043										
Credit Cards 044										
Other frauds 045										
PROSTITUTION TOTAL 046										
Bawdy house 047										
Procuring 048										
Other prostitution 049										

Statistics Canada Statistique Canada

Justice Statistics Division

FORM "C" – CRIME STATISTICS

Authority – Statistics Act, Chapter 15, Statutes of Canada 1970-71-72

Complete and return this co
to Statistics Canada in the
closed envelope on or befo
the 15th of the month.

Month of

Date submitted

Day | Month | Y

Signature of head of department

KEEP THIS COPY FOR YOUR FILE

OFFENCES	Reported or known to police	Un-founded	Actual number	OFFENCES CLEARED		PERSONS DATA			
						Adults		Juveniles	
						Charged		Charged	
				By charge	Otherwise	Male	Fem.	Male	Fem.
1	2	3	4	5	6	7	8	9	10
HOMICIDE* TOTAL 001									
Murder, First degree 002									
Murder, Second degree 003									
Manslaughter 004									
Infanticide 005									
ATTEMPTED MURDER – TOTAL 006									
SEXUAL OFFENCES TOTAL 007									
Rape 008									
Indecent Assault – Female 009									
Indecent Assault – Male 010									
Other Sexual Offences 011									
ASSAULTS (not indecent) **TOTAL** 012									
Wounding 013									
Bodily Harm 014									
Police 015									
Other peace-public officers 016									
Other Assaults 017									
ROBBERY TOTAL 018									
Firearms 019									
Other offensive weapons 020									
Other Robbery 021									

4–2400–92.1: 12-9-79

* (See Supplementary Homicide instructions on page four.)

OFFENCES	Reported or known to police	Un-founded	Actual number	OFFENCES CLEARED		PERSONS DATA				
				By charge	Otherwise	Adults		Juveniles		
						Charged		Charged		Not Charge
						Male	Fem.	Male	Fem.	
1	2	3	4	5	6	7	8	9	10	11
BREAKING AND ENTERING TOTAL 022										
Business premises 023										
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THEFT – MOTOR VEHICLE TOTAL 026										
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From motor vehicles 038										
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Cheques 043										
Credit Cards 044										
Other frauds 045										
PROSTITUTION TOTAL 046										
Bawdy house 047										
Procuring 048										
Other prostitution 049										

Statistics Canada Statistique Canada

Justice Statistics Division

FORM "C" – CRIME STATISTICS

Authority – Statistics Act, Chapter 15, Statutes of Canada 1970-71-72.

Complete and return this copy to Statistics Canada in the enclosed envelope on or before the 15th of the month.

Month of

Date submitted

Day Month Year

Signature of head of department

USE THIS COPY AS YOUR WORKSHEET

OFFENCES 1	Reported or known to police 2	Unfounded 3	Actual number 4	OFFENCES CLEARED By charge 5	OFFENCES CLEARED Otherwise 6	PERSONS DATA Adults Charged Male 7	PERSONS DATA Adults Charged Fem. 8	PERSONS DATA Juveniles Charged Male 9	PERSONS DATA Juveniles Charged Fem. 10	No Charg 1
HOMICIDE* TOTAL 001										
Murder, First degree 002										
Murder, Second degree 003										
Manslaughter 004										
Infanticide 005										
ATTEMPTED MURDER – TOTAL 006										
SEXUAL OFFENCES TOTAL 007										
Rape 008										
Indecent Assault – Female 009										
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Police 015										
Other peace-public officers 016										
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Firearms 019										
Other offensive weapons 020										
Other Robbery 021										

* (See Supplementary Homicide instructions on page four.)

OFFENCES	Reported or known to police	Un- founded	Actual number	OFFENCES CLEARED		PERSONS DATA				
				By charge	Otherwise	Adults		Juveniles		
						Charged		Charged		Not Charge
						Male	Fem.	Male	Fem.	
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Cheques 043										
Credit Cards 044										
Other frauds 045										
PROSTITUTION TOTAL 046										
Bawdy house 047										
Procuring 048										
Other prostitution 049										

APPENDIX D

PROPOSAL

FOR RESEARCH ON PHARMACY CRIME AND PHARMACY CRIME PREVENTION

	Page No.
TITLE PAGE	D.1
A. PROPOSAL FOR RESEARCH ON PHARMACY CRIME AND PHARMACY CRIME PREVENTION	D.2
1. PURPOSE	D.2
2. BACKGROUND	D.2-D.3
1) Quality and Completeness of Information Regarding the Scope and Nature of Pharmacy Crime	D.3-D.4
2) Characteristics of the Perpetrators of Drug-Related Crimes	D.4
3) Effectiveness of Sentencing for Pharmacy-Related Crimes	D.4
4) Effectiveness of Various Security Measures and Programs in Addressing the Several Pharmacy Crime Problems	D.4-D.5
5) Feasibility of Co-Ordinated Inter-Jurisdictional Pharmacy Crime Prevention Programs	D.5-D.6
3. PROPOSED TASKS	D.6-D.7
1) Identifying the Scope and Nature of the Pharmacy Crime Problem on an Ongoing Basis	D.7
2) Determining the Characteristics of Pharmacy Offenders	D.8
3) Assessing the Effectiveness of Sentences Imposed on Pharmacy Crime Offenders	D.8
5) Developing Strategies for Co-ordinated Pharmacy Crime Prevention	D.8-D.9
4. APPROACH	D.9-D.10
5. PROJECT TEAM	D.10-D.11

PROPOSAL

FOR RESEARCH ON PHARMACY CRIME AND PHARMACY CRIME PREVENTION

submitted to: Ministry of the Solicitor General,
Research Division

submitted by: The Research Group

Date: September 21, 1982

A. PROPOSAL FOR RESEARCH ON PHARMACY CRIME AND PHARMACY CRIME PREVENTION

1. PURPOSE

To identify and address the particular concerns of pharmacists and other private and public interest groups[1] in reference to crimes against pharmacies and to evaluate strategies aimed at prevention of those crimes.

2. BACKGROUND

Responses to the Robbery Information Source Survey[2] received from pharmaceutical associations and Colleges of Pharmacy indicate a need and desire for further research and policy development in this area. The basis for pharmacists' current interest in pharmacy crime varies from fear of increased personal violence against themselves to frustration with existing enforcement tools and confusion over the myriad of available crime prevention techniques. Chairpersons of the pharmacy security committees contacted for the survey, and documents exploring various aspects of pharmacy crime[3] report concern with the following specific issues, each of which is discussed in detail below:

1) Quality and completeness of information regarding the scope and nature of pharmacy crime;
2) Characteristices of the perpetrators of drug-related crimes;

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[1] Including National Health and Welfare Bureau of Dangerous Drugs, the RCMP, local police departments, drug prescribers, drug manufacturers and legitimate pharmacy customers.

[2] Conducted by The Research Group under contract with the Solicitor General of Canada

[3] Including The Criminal Diversion of Prescription Drugs in Victoria, Nanaimo, Surrey and Vancouver, 1978-1980 (British Columbia Ministry of the Attorney General, Drug Strategy Committee, 1981); "Pharmacy Today; Pharmacy Security" (Jim Garner, Canadian Pharmaceutical Journal 113, September 1980); Drug Related Crimes in Ontario Pharmacies (Neil B. Katzman for the Ontario Pharmacists Association, 1978 and follow-up, 1981).

3) Effectiveness of sentencing for pharmacy-related crimes;
4) Effectiveness of various security measures and programs in addressing the several pharmacy crime problems; and
5) Feasibility of co-ordinated inter-jurisdictional pharmacy crime prevention programs.

1) Quality and Completeness of Information Regarding the Scope and Nature of Pharmacy Crime

According to police and other statistics, pharmacy robberies in Canada have increased in the past two to three years. Although the incidence of other crimes against pharmacies - burglaries, thefts and prescription forgeries - is believed to have remained stable during the same period, the quantity of drugs diverted during these crimes to the illicit market is believed to have risen appreciably. However, the exact level and nature of drug-related pharmacy crimes is undetermined because of several data-related problems:

- Burglaries, property damage and other offences perpetrated to gain access to drug supplies or money may be under-reported to police if they do not result in drug diversion, personal injury or substantial losses.
- Data regarding drug diversion and other offences maintained by provincial colleges and pharmacy associations is collected on a voluntary basis, varies in reliability and sophistication and usually excludes attempted offences;
- Information maintained by the Federal Bureau of Dangerous Drugs is also voluntarily reported and excludes offences and attempted offences not resulting in "target" drug diversion. As well, the data is visually read and hand coded, resulting in production delays and inaccuracies;
- Extensive claim information held by health insurers and pharmacy insurers has not been integrated with data from other sources. The implications

of new confidentiality provisions in national and provincial information legislation for inhibiting such data integration have not been thoroughly examined.

2) Characteristics of the Perpetrators of Drug-Related Crimes

Although some evidence from a British Columbia research project indicates apprehended pharmacy robbers are similar to other robbery offenders in some social and criminal attributes, many questions about the characteristics of "pharmacy criminals" remain. Are offenders addicts or distributors or both? Do offenders specialize in a particular type of drug diversion tactic such as prescription forgery or armed robbery, or do they try many methods to obtain the desired product? How mobile are offenders? Do they commit crimes against establishments other than pharmacies? In the absence of information, unsupported theories abound. For example, some pharmacists believe that most offenders are "drug-crazed addicts" who will easily resort to violence. Knowledge of the characteristics of offenders is obviously critical to the design of effective prevention programs.

3) Effectiveness of Sentencing for Pharmacy-Related Crimes

Many pharmacists believe that sentences dealt to pharmacy offenders are too lenient and that stiffer penalties will deter future offences. This theory cannot be substantiated without complete data about past court dispositions of pharmacy crime cases. As yet, little information has been collected or analyzed in this area.

4) Effectiveness of Various Security Measures and Programs in Addressing the Several Pharmacy Crime Problems

The ability of various security measures and programs to protect pharmacies and pharmacists from burglaries, thefts, forgeries and robberies has not been evaluated in Canada. Some literature suggests that physical security measures which serve to prevent illicit break-ins may increase the probability of violent confrontations with pharmacists. Moreover, the acceptability of such measures in terms of time and cost effectiveness, has not been assessed. In the crime prevention area, the experience of of other types of small businesses such as convenience stores has not been fully utilized by pharmacists.

5) Feasibility of Co-ordinated Inter-Jurisdictional Pharmacy Crime Prevention Programs

The need for co-ordinated pharmacy crime prevention programs is recognized. Pharmacists' organizations responding to the robbery information source survey are concerned with rising costs of insurance premiums due to rising numbers and costs of claims associated woth robberies, burglaries and thefts. Moreover, they wish to protect themselves physically from the more violent robbery tactics more common in the United States, where pharmacists have been seriously injured and murdered in the course of robberies. A few violent incidents have already occurred in Canada.

In terms of addressing the problem, prevention has thus far been of a rudimentary nature. According to the 1978 Ontario Pharmacists' Association survey, criminal incidents have provoked victimized pharmacists to install security systems and to alert[1] their colleagues in the area of the danger. However, the perpetrators apparently merely move to other less protected areas to continue committing offences. The lack of up-to-date, comprehensive information transfer on a provincial or nationwide basis is considered an obstacle to more effective crime prevention.

The College of Pharmacists of British Columbia has begun crime prevention in that province by preparing and distributing a Pharmacy Security Guide, emphasizing safety of the pharmacist/victim. The College also publishes suggested procedures for pharmacists to activate during armed robbery attempts, lists of known drug diversion incidents in its quarterly Bulletin and has recently given consideration to the distribution of a robbery prevention kit developed by the B.C. Police Commission and already used by Vancouver area retailers for some time. Other provincial pharmacy organizations have also initiated anti-crime projects, but to our knowledge, few have capitalized on the experiences of others or co-ordinated efforts with related groups to set up their own programs.

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[1] In some communities, the alert is passed via a telephone networking system maintained by the local pharmacists' association.

At the national level, the Bureau of Dangerous Drugs has issued guidelines for the prevention of narcotics loss or theft[1]. However, these guidelines are very general, concern primarily physical security (target hardening) and have not been implemented on a broad scale by pharmacies in the country.

The feasibility of implementing these measures, in terms of time, cost and acceptability to the profession, has not been assessed.

3. PROPOSED TASKS

The Research Group proposes a four-part research and policy development project to assist the Canadian Pharmaceutical Association, provincial pharmacists' associations, provincial Colleges of Pharmacy and other interested parties in:

1) Identifying the scope and nature of the pharmacy crime problem on an ongoing basis;
2) Determining the characteristics of pharmacy offenders;
3) Assessing the effectiveness of sentences imposed on pharmacy crime offenders; and
4) Developing strategies for co-ordinated pharmacy crime prevention.

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[1] Health and Welfare Canada, Bureau of Dangerous Drugs Information Bulletin To Pharmacists No. 4 (December 1981).

The components and outcomes of each task are explained below.

1) Identifying the scope and nature of the pharmacy crime problem on an ongoing basis. The completion of this task will entail:

   a) Written queries requesting detailed pharmacy crime data descriptions from all provincial pharmacy associations and colleges of pharmacy not previously surveyed for the Robbery Information Source Survey[1];

   b) Interviews with provincial and national pharmacy security chairpersons to obtain a more complete knowledge of the issues, particularly regarding information system capabilities;

   c) Collection and compilation of additional information regarding the quantity and quality of pharmacy crime data from the Bureau of Dangerous Drugs;

   d) Assessment of available police data and systems on the subject, expanding upon responses obtained from the Robbery Information Source Survey;

   e) Assessment of available court data and systems documenting the prosecution of and sentencing for pharmacy crimes, again expanding upon responses obtained from the Robbery Information Source Survey;

   f) A review of the literature on pharmacy crime characteristics.

The end-product of this task will be a proposal for more comprehensive, inter-jurisdictional and regular pharmacy crime data collection and analysis, perhaps using the examples set by the Association of Canadian Bankers, certain convenience store franchisors and other frequently victimized organizations in Canada.

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[1] The Canadian Pharmaceutical Association, the Ontario Pharmacists' Association and the British Columbia College of Pharmacy responded to that survey.

2) Determining the Characteristics of Pharmacy Offenders

The completion of this task will involve analysis of a data sample held by Colleges of Pharmacy in the most frequently victimized provinces in (Ontario, British Columbia, Quebec), combined with police and court reports. Cross-referencing of data maintained by the Colleges will also enable researchers to make preliminary hypotheses about the mobility of offenders. Another possible method to complete this task is to review available computerized data on admissions to provincial and federal correctional institutions, where characteristics of the original offence are recorded.

The outcome of this task will be a typology of pharmacy crime offenders and recommendations from the literature on the handling of each type of offender.

3) Assessing the Effectiveness of Sentences Imposed on Pharmacy Crime Offenders

This task will entail analysis of court data on a sample of pharmacy offenders to determine historical patterns in sentencing. If this task is combined with Task 2, a more complete picture of pharmacy crime offenders will also be obtained. Because of the wide range of possible case dispositions and the complexity of their administration, this task may be more appropriately included as an offshoot of the ongoing adult sentencing effectiveness study.

4) Developing Strategies for Co-ordinated Pharmacy Crime Prevention

This task will include:

a) Identification of prevention projects developed by specific pharmacy associations, official enforcement authorities (police and Bureau of

Dangerous Drugs), other retail groups and pharmacists outside Canada which might be useful to potential pharmacy crime victims;

b) Evaluation of various prevention strategies that have been used by the above groups[1], through interviews, a review of empirical data on frequency of victimization before and after introduction of each strategy and practical adaptability to the typical unfranchised pharmacy.

The end-product of this task will be the recommendation of, and implementation plans for two to three demonstration projects to be used by interested pharmacy organizations.

4. APPROACH

Our emphasis in performing the above tasks will be on defining research components and crime prevention measures which the majority of pharmacists' organizations or individual pharmacists can implement inexpensively and easily. Therefore, we will begin each task only after extensive consultation with pharmacists' groups. To ensure that project outcomes meet pharmacists' needs, we suggest that a committee composed of interested persons from provincial and federal pharmacists' associations, colleges of pharmacy and other relevant groups be appointed to provide advice and feedback to the project team on a continuing basis.

In addition, our approach will emphasize communication of information and co-ordination among the various groups concerned with pharmacy crime. Data obtained from the Robbery Information Source Survey suggest that easily retrieved and transferred information can be extremely useful in the solution and prevention of crime. These data also suggest that victim relationships with law enforcement agencies are important factors in the success of investigations and anti-crime programs.

---

[1] One such strategy, based on the favourable evaluation of a community pharmacy crime prevention project in Kansas City, Missouri, is now planned for a small area in Manitoba. Another is the possible expansion of telephone networks for transfer of information about pharmacy offences to track and prevent inter-jurisdictional movement of offenders on a nation-wide basis.

5. PROJECT TEAM

The proposed project team will consist of:

- Brenda Billingsley
- Carolyn Canfield
- Robert G. Hann

Brenda Billingsley is an associate of The Research Group, with several years of experience in social program and policy evaluation, survey research, records management and sociological fieldwork. Most recently, she has been principal investigator on projects to conduct research on crime patterns and the security environment for the Toronto Transit Commission and on robbery information sources in Canada for the Solicitor General of Canada. Her work relevant to this project includes the evaluation of drug rehabilitation programs for a state health service agency, consultation to a U.S. federally funded arrestee addict diversion program and research for a large survey examining drug use and delinquency among high school students.

Carolyn Canfield is an Ottawa-based associate of The Research Group, with considerable experience in analyzing and utilizing criminal justice data maintained by Statistics Canada and the Correctional Service of Canada. Recently, she has served as principal investigator for the study of robbery information sources in Canada, principal investigator on a study for National Parole Board and the Secretariat of the Ministry of the Solicitor General regarding directions for research in parole decision-making and principal investigator of several projects using federally-held correctional service data for population forecasting purposes.

Robert Hann is a partner of The Research Group. His recent experience most relevant to this project includes his work as joint manager of the Environmental Design and Management Approach to Crime Prevention project, manager of two large security studies for quasi-governmental agencies, manager and principal investigator of two major studies of sentencing and court practices in Canada, and manager of the first phase of the study of robbery information sources for the Solicitor General of Canada.

The three members of the project team have worked together on several studies for both governmental and private entities, combining their training in sociology, criminology, administrative studies, urban planning, economics and computer science for a multi-disciplinary approach to divergent problems.

Curriculum vitae follow.